

COVID-19 Guidelines Manual

NEW Policies/Procedures

INTERIOR ACADEMY
school. spa. salon

www.interioracademy.com

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TESTING CENTERS IN KAMLOOPS:

Public Health Clinic: Monday- Friday at 12pm
519 Columbia Street 250-851-7467

Urgent and Primary Care: Friday 12pm-Saturday
102-311 Columbia Street 250-314-2256

SECTION 1. INTRODUCTION

The guidelines developed in this document were created to provide comprehensive information to students, staff, and clients on our salon and spa operations as well as in class program changes, during the Pandemic of COVID-19.

It is with your safety and these challenges in mind that Interior Academy has created this support and guidelines manual with updated changes.

SECTION 2. STUDENT ENTRANCE UPDATE

- Please use the Victoria street entrance for daily admission. Doors will be open by 8:15 am.
- Please sanitize your hands upon arrival.
- You can expect a morning student meeting/briefing with your daily commitment to adhere to handwashing, personal hygiene upkeep, and station disinfecting.
- Reception training for students will be paused until further notice.
- Please see the school administrator for client check in and check out.
- Student arrivals, please head directly to your locker, classroom, or practical room for class to begin.
- Do not bring items in access to the school if you cannot fit it in your practical station or locker
- There is no longer a waiting area in the academy. Your Clients must wait outside or call in and be greeted to enter for their appointment. No children or friends may come along with your client.

SECTION 3. CLIENT/ SERVICE BOOKINGS UPDATE

No walk-in's allowed until further notice. Appointments are required.

Client Scheduling Scripts: COVID-19 Salon/Spa Policy

"Thank you for contacting Interior Academy, how can I help you"

Take: Booking Name, Date, Time, and Service, Technician

- * '<Guests name>, before I provide you a booking, I would like to explain how we have amended our operating procedures, in response to COVID-19. These amended procedures have been implemented to ensure our guests are safe and protected throughout their visit.

"We have introduced new policies for reservations, meaning I will need to ask and share some additional information for your booking.

COVID-19 Symptom Check

"<Guests name>, "May I ask if you or any member of your household has had any of the following symptoms in the last 14 days, including minor; Fever, Cough, Breathlessness, Headaches, Sore Throat?"

And, have you traveled outside of the country?

No. Okay great we can proceed with the booking information.

- Please sanitize your hands at arrival

- You must wear a mask (disposable or fabric) If you do not have one, one can be provided to you for \$1
- Please check in at front desk or call in and wait outside. Your technician will come get you.
- We ask that you do not shake hands, or make any additional contact with your service provider
- Our waiting area is closed, so please be on time and come alone. No children or friends at this time.
- We do not take Cash or keep cash on site. Any Credit, Debit, Gift Cards are accepted. If you wish to tip your service provider, you may do so using our debit machine. Cash tips are not allowed at this time. With this new policy, we are unable to make change for parking.
- We are no longer able to offer coffee, tea or water. You are welcome to bring your own in a closed container.
- While in the spa or salon, we ask that you refrain from using your cellphone for texting or personal calls due to hygienic concerns.
- If you use the bathroom, please wash your hands
- You agree you may be subject to a temperature check
- As always you agree that we are a training institution and all service technicians are students and thus your service could run longer than quoted, be less than perfect, and/or service quality or customer service be varied upon each visit.

Our hygiene protocols have always been of the highest standards and we have introduced additional sanitizing procedures throughout the salon and spa

“Do you have any specific questions regarding our policies, that you would like to ask me?”

Great, thank you for contacting us and we look forward to seeing you, <appt date/time>

Email/Facebook Bookings Messages should also include symptom check and overview of new policies

Reservation Procedure

Scheduling appointments is one of the most critical tasks for our Administrator. Scheduling affects every aspect of the operation and it is vital that we introduce added measures addressing COVID-19, to ensure guests and student's feel safe and protected during this period.

Scheduling factors considered:

- Sufficient turnaround time between bookings, allowing for station/treatment room hygiene protocols
- Recommending treatments with minimal contact or services that can be performed over clothes for guest's/students that may feel nervous about re-visiting the salon/spa
- Ensuring bookings are evenly booked between stylists/technicians
- Ensuring we know booking limits are for each service type and technician timing
- Update and verify every client's phone number for contact tracing

Handling Contraindications

Any guest or student who has displayed the following symptoms a; Cough, Fever, Breathlessness, Sore Throat, Headaches within the last 14 days should be recommended to reschedule their appointment/schooling until they and their household members have been cleared of symptoms by 14 days, unless these symptoms are due to pre-existing medical conditions.

Our Administrators are not expected or qualified to diagnose and issue advice regarding any individual's health. Should a guest ask for advice they should be referred to contact their doctor or local health service.

COVID-19 Symptoms as reported by WHO (World Health Organization)

Common symptoms include:

- High temperature/fever – this means you feel hot to touch on your forehead, chest, back
- a new, continuous dry cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual).
- Worsening of tiredness, shortness of breath, aches, pains, sore throat.

Students or staff not feeling well are asked to call/email in their absenteeism and stay home for 48 hours. Please review symptoms and seek medical attention, if necessary. We understand that not everything indicates COVID, and many symptoms could also be signs or symptoms of seasonal allergies, prescriptions, or other unrelated matters.

During this period, we will waive the requirement of a doctor's note with the caveat that students must inform us via email and/or phone call (at your earliest possible time) so that we may reschedule your appointments/exams.

Retail:

- We have removed testers from retail. Our shelving and inventory levels have been cleaned and shelved in a condensed way to maximize space
- Clients (with sanitized hands) are welcome to browse our retail with the help of our administrator.
- New inventory arriving is opened and disinfected prior to placing in our systems

Client Greeting/Social Interaction

- We ask that you refrain from handshaking or additional personal contact during the service

SECTION 4. DRESS CODE UPDATES

In order to improve student safety, the Academy will provide the following to all current students:

- Apron (Waterproof/Washable)
- Mask (Breathable/Washable)
- Face Shield

Additional Items increased on site

- Client Towels
- Client Capes
- Disposables
- Cleaning/Disinfecting supplies

Please do not share your equipment, tools, or pens, with your fellow technicians, stylists, instructors, or clients without proper sanitation and disinfection.

The Academy will increase its disposables where necessary to help bridge the gap for student practical applications.

Please keep your own PPE (Personal Protective Equipment) on you all day and return at the end of the day for sanitation and disinfection.

Students must wear a mask during all services and in all common areas. You may wear any mask (of your choosing).

Spa/Nail Technician Program – All Black scrubs with apron and PPE

Hair Stylist Program – All Black with apron and PPE

All staff and students should be in closed toe shoes.

Masks: Personal Protective Equipment (PPE)

All students are required to wear a mask while in common areas, providing a service or speaking to a client and in any situation where social distancing is not capable. Fabric or disposable surgical masks are acceptable.

All clients must wear a mask. If a client arrives without a mask of their own, they may purchase one for a dollar. In the event a client is unable to wear a mask due to the nature of the service or a medical condition, a student must then wear a mask and a face shield or a mask and protective eye wear.

If masks are used, the below guidelines should be adhered to as recommended.

How to wear a mask correctly:

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub
- To remove the mask: remove it from behind (do not touch the front of mask); clean hands with alcohol-based hand rub or soap and water.
- The recommendation is to wash lightly in a bit of dish soap. No bleach is required (as you may breathe it in)

SECTION 5. SERVICE STATIONS/ROOMS

Hallways/Reception:

- Where possible please stand/wait 2 meters/ 6 ft. apart. There may be floor decals indicating separation requirements.
- The Reception Desk has a sneeze guard with tap terminal for payments.
- No Coffee or Water Stations. Clients, Students, and Staff can bring in their own reusable Coffee/Water however no filtered water taps will remain on site.
- New Credit Processing Company. No Cash on site. Clients will have the option to pay with credit, debit, gift card, or e-transfer. Student Tips will be tracked and disbursed monthly to students.

Work Stations

- Where possible stations should be 2 meters/ 6 ft. apart or provide adequate barriers. Do not move stations, they have been placed this way for safety.
- Hair Rinse Stations will include a waterproof divider for clients in chairs. These dividers must be disinfected between clients
- Where possible workstations should not be shared unless sanitized between use.
- Nail Stations include sneeze guards for client appointments
- Headsets, telephones and desks including; keyboard, mouse, laptops and stationary should be sanitized before the start of each day and at the end of each day.
- Hand sanitizers should be available in each room
- Hands should be sanitized before coming into contact with clients, students, and staff

Classrooms:

- Occupancy Limits will be posted in each room
- Please space out 2 meters/ 6 ft.

Treatment Rooms:

- All beds, surfaces, light switches, and doorknobs disinfected after every client.

- Disposables discarded after every client
- Limit the use of bedding and thermal equipment for appropriate services

Washrooms/Hand-wash Stations:

- All handles disinfected throughout the day depending on traffic volume
- Full janitorial and restock completed nightly
- There is 1 Client Washroom (located by the stairs) and Student Bank Washrooms (located at the back)
- There are 2 Hand Wash Stations (located in the Hair Dispense, and Spa/Nail Dispense)
- Notice of “how to clean your hands” will be posted in all sites

Cellphone use:

- Please refer to the student handbook for Academy Policy on cellphone use
- Cellphones physically touch the face and should be sanitized on a frequent basis
- Clients are to be asked to refrain from using their cell phones while in the Spa or on the hair floor and should be encouraged to hand sanitize after contact with their phone.

SECTION 6. ATTENDANCE

In the event a student is required to quarantine due to exposure, contact tracing or illness, Interior Academy has developed a Distance Learning Plan for the two-week quarantine/isolation period. This policy will allow the student to maintain attendance hours and keep up to date with classroom activity.

Should you require isolation or quarantine due to exposure or contact tracing, contact Academy Operations staff for the Distance Learning Plan procedure policy and agreement.

Please follow Provincial Health guidelines and protocols.

Do NOT come to school if you have been directed to quarantine or isolate.

Contact the school at: 250-374-5565 or beauty@interioracademy.com

SECTION 7. ADDITIONAL RESOURCES

Here2Talk, a 24/7 counselling and referral service for post-secondary students is now available.

Accessing services

1 **APP**

2 **PHONE**

3 **WEB**

Canada-wide toll free:
1.877.857.3397

Canada-wide direct:
604.642.5212

Outside Canada
(International calling charges may apply)
+1.604.642.5212

<http://www.here2talk.ca>

Download on the App Store | GET IT ON Google play

Welcome to Here2Talk

Here2Talk is a Government of B.C. initiative that connects post-secondary students in B.C. with mental health support when they need it.

Through this program, all students registered with a B.C. post-secondary institution will have access to free and confidential counselling and community referral services, conveniently available 24/7 via app, phone and web.

Next

WORKBC Placements, Resources, Help prevent the spread of COVID-19

Details at worksafebc.com

Help prevent the spread of COVID-19

Please do not enter this workplace if you:

- Have any of the following symptoms:
 - Fever
 - Chills
 - New or worsening cough
 - Shortness of breath
 - New muscle aches or headache
 - Sore throat
- Have travelled outside of Canada within the last 14 days
- Are a close contact of a person who tested positive for COVID-19

All other visitors, please wash your hands or clean them with hand sanitizer before and after your visit. Please maintain physical distancing of 2 metres.

If you are displaying symptoms of COVID-19, refer to HealthLink BC at 811.

worksafebc.com **WORK SAFE BC**

Help prevent the spread of COVID-19



Wash your hands often with soap and water for 20 seconds. If soap and water aren't available, use an alcohol-based hand sanitizer.

Wash your hands:

- When you arrive at work
- Before and after going on a break
- After using the washroom
- After handling cash or other materials that have come into contact with the public
- Before and after handling shared tools and equipment
- Before and after using masks or other personal protective equipment

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Help prevent the spread of COVID-19: How to use a mask



1. Wash your hands with soap and water for at least 20 seconds before touching the mask. If you don't have soap and water, use an alcohol-based hand sanitizer.
2. Inspect the mask to ensure it's not damaged.
3. Turn the mask so the coloured side is facing outward.
4. Put the mask over your face and if there is a metallic strip, press it so it fits the bridge of your nose.
5. Put the loops around each of your ears, or tie the top and bottom strings.
6. Make sure your mouth and nose are covered and there are no gaps. Expand the mask by pulling the bottom of it under your chin.
7. Press the detachable strip again so it moulds to the shape of your nose, and wipe your hands again.
8. Don't touch the mask while you're wearing it. If you do, wash your hands.
9. Don't wear the mask if it gets wet or dirty. Don't reuse the mask. Follow correct procedures for removing the mask.
10. Remove the mask by the loops or ties and avoid touching the front of the mask.
11. Wash your hands with soap and water for at least 20 seconds.
12. Dispose of the mask properly in the waste bin.

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Help prevent the spread of COVID-19

Cover coughs and sneezes



Cough or sneeze into your elbow, not your hands. Avoid touching your face with your hands.

Or

Cover your mouth and nose with a tissue and put your used tissue in a wastebasket.

Or

Wash your hands with soap and water for at least 20 seconds.

Or

Clean hands with alcohol-based hand sanitizer.

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