

SAMPLE COVID-19 SAFETY PLAN

Personal Care Services

NOTE: Using a fictitious hair salon with 9 workers located in London, Ontario as an example, this sample safety plan shows how one hair salon created a plan tailored to its business. Additional guidance, videos, and webinar content to help employers control COVID-19 related hazards in personal care settings is also available [here](#).

COVID-19 Safety Plan – Kurly Hair Salon

Business name: Kurly Hair Salon

Date completed: November 3, 2020

Date distributed: November 5, 2020

Revision date: New

Developed by: Zachary S (Owner/Manager) and Rachel J (Senior Stylist/Health and Safety Representative)

Others consulted: Stylists, Receptionist

Approved by: Zachary S (Owner/Manager)

Note: If any responsible person assigned actions as outlined in this plan is unable to complete their duties due to vacation, unplanned illness or other reasons, they will assign a designate to act on their behalf. If the individual is unable to assign a designate, Zachary will ensure the required activities are completed.

For more information visit [WSPS.CA/COVID19](https://www.wsp.ca/covid19)

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Staying up to date on requirements, keeping everyone informed

- a. Every Monday, Zach will check Ontario.ca and the Middlesex-London Health Unit website for any updates including a check of the current local level (colour).
- b. Zach will maintain a current understanding of all relevant COVID-19 regulations and local by-law requirements.
- c. All staff will flag any relevant information they see in the news and send it by email to Zach.
- d. Zach will email this plan and any updates to all staff at a minimum weekly, highlighting any changes in his note.
- e. Rachel will post updates on the staff bulletin board outside the break room and all staff are responsible for reviewing this information daily.
- f. The safety plan snapshot as well as reminders for everyone to wear a mask properly, physically distance and practice good hand hygiene will be posted on social media, emailed to all customers prior to their appointment along with the link to the required electronic pre-screening, posted at the reception desk and at each stylist workstation.
- g. Rachel is responsible for making sure that the staff email and phone contact information is kept up to date. All staff are responsible for informing Rachel if their information changes.
- h. Rachel will train staff on how to use new cleaning/disinfecting products, how often to clean their workstations and equipment, and how to use all personal protective equipment including gloves, capes, aprons and masks.
- i. Zach will ensure that any notices required by Middlesex-London Health Unit or other government regulations are printed and posted visibly (in the window beside the entrance door).
- j. Zach will maintain information on the website, social media and the salon voicemail to let customers know how we are working safely and notify them of any changes.
- k. A sign is posted at the entrance reminding all customers, staff and visitors that they must complete COVID-19 screening prior to entering the salon and providing the QR code for access to the screening questionnaire.
- l. Upon arrival, the receptionist will verify that each customer has completed the pre-screening form by checking that it has been received via email, ensure that they complete the sign-in register (including time of arrival, full name and contact phone number), and remind each customer of the requirements to wear a mask, physically distance whenever possible, maintain good hand hygiene at all times in the salon.

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Screening staff

Note: all screening records will be retained for a minimum of 30 days.

- Staff will complete the [Ontario COVID-19 Screening Tool for Workplaces](#) each day before leaving home. They must email their completed assessment each day to Zach prior to their shift.
- Zach will verify that each staff member submits their daily screening assessment before they are permitted to enter the salon each day.
- Staff will be told not to come to work if they are sick and required to notify Zach. Staff are encouraged to use available COVID tracking and exposure tools, such as the [Canadian COVID Alert app](#).

Screening third-party staff (cleaning, delivery) and other work-related visitors

- A sign will be posted at all entrances asking all visitors to call the receptionist at the number provided and to wait outside. The receptionist will ask the questions in the [Ontario COVID-19 Screening Tool for Workplaces](#) and record the date and time of the visit, name, contact details and note of screening outcome (admitted or denied entry).

Screening customers

- Customers will be sent a pre-screening email from our appointment booking system 24 hours prior to their scheduled appointment. They will not be permitted entry to the salon if their electronic screening has not been submitted prior to arrival. Zach will be responsible for monitoring screening completion.
- Zach will instruct each customer to sanitize their hands and record their name, contact number, and arrival time on the guest log located at the reception desk prior to proceeding with their scheduled appointment.

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The following controls are required to reduce transmission risk

- a. Clear plastic barriers are installed at the reception/payment counter and in-between hair stylist chairs and hair washing stations. Zach will check the condition of the barriers daily.
- b. Physical distancing markers are installed on the floor at the entrances and in the waiting area by the reception/payment counter. Rachel or Zach will replace any damaged markers.
 - Due to the size of our waiting area, we will limit the number of customers who can wait to a maximum of 2, to maintain a safe physical distance from each other.
- c. If London is in the Restrict (Orange) Level or higher, beard trimming and other services requiring the removal of face coverings will be prohibited.
- d. Check-ins will be held daily in the outdoor break area or distanced in the main salon prior to opening.
- e. All staff must wear a mask or other face covering at all times when on the premises, except for break times when physically distanced from others while eating, drinking, or smoking in designated areas. Staff working less than 2 metres from customers will be required to wear a procedure mask and face shield. All equipment will be provided to staff and additional supply will be available in the storage room.
- f. Rachel will provide training and information to all staff on the proper use and care of a mask or other face covering and a face shield.
- g. All commonly touched surfaces and shared areas will be cleaned at minimum at the start of and end of the day. This includes counters, styling stations, doorknobs, basins, and washrooms.
- h. All stylist workstations, equipment and hair washing stations will be cleaned and disinfected between customers, including chairs, washing basins, scissors, clippers, combs, and counters or purse/coat hooks that were in contact with the customer or their belongings during the service.
- i. Disposable capes will be provided for each customer, and non-surgical disposable gloves and aprons will be provided for each stylist. All of these items are single use and must be discarded after each appointment using one of the available waste receptacles in the salon.
- j. Zach will ensure that all cleaning and disinfection products we use are Health Canada-approved as effective against COVID-19.
- k. Zach will make sure that hand sanitizer is available for customers and staff to use at all times, including on the payment/reception counter at the front entrance and at each hair stylist station.
- l. Staff will wash their hands with soap and water or use hand sanitizer frequently.
- m. Zach will walk through the salon every morning and open windows and doors to allow for airflow, when weather permits.
- n. At the end of the day, Zach will verify that the building is secure and that the ventilation system is left on overnight.
- o. Zach will coordinate maintenance of the air-handling (HVAC) system and document it.

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Process for a confirmed case of COVID-19 in the workplace

For a worker reporting a confirmed case:	For a Public Health report of a confirmed case:
<ul style="list-style-type: none"> ▪ If notification is received from a staff member that there is a confirmed case of COVID-19 in the workplace, the information will be directed to Zach. Zach will determine whether a public health nurse or case manager has given any information on next steps <ul style="list-style-type: none"> – Rachel will complete a Salon Accident Report Form as soon as possible. – If the worker or a public health official believes that the illness may be from workplace exposure, Zach will report (in writing) to the Ministry of Labour, Training and Skills Development and the health and safety rep within 4 days, and to the WSIB within 3 days. 	<ul style="list-style-type: none"> ▪ If the Middlesex-London Health Unit contacts the hair salon to notify us that someone (customer or staff member) who was at the hair salon has tested positive, the call should be directed to Zach. ▪ If the health unit notifies Zach of a staff member with a confirmed case of COVID-19, refer to the process for a worker reporting a confirmed case. ▪ The guest log and contact information for staff and work-related visitors will be provided to public health if needed for contact tracing.
<ul style="list-style-type: none"> ▪ Zach will contact the Middlesex-London Health Unit to let them know that there has been a case in the salon and ask for further direction. 	
<ul style="list-style-type: none"> ▪ Zach will send an email to let staff know that there was an infected person at the hair salon, making sure that the person confirmed to have COVID-19 is not identified. 	
<ul style="list-style-type: none"> ▪ Zach will keep in touch with the sick staff member while they are off work and connect with the WSIB if required. He will also keep in touch with any staff members who are directed by public health to self-isolate and will share information about supports that may be available. 	
<ul style="list-style-type: none"> ▪ A staff member with COVID-19 will be allowed to come back to work after they have isolated for at least 10 days, don't have a fever and their symptoms have been improving for 1 day, or as otherwise instructed by public health or their doctor. 	
<ul style="list-style-type: none"> ▪ A staff member who has been self-isolating because they were a close contact will be allowed to come back to work 14 days after their last contact with the ill person or as otherwise directed by public health. 	

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What to do if someone becomes ill with COVID-19 symptoms in the salon

- Staff should notify Zach if they start to feel COVID-19 symptoms or if they notice someone else showing symptoms.
- Call 911 if a person is experiencing severe and potentially life-threatening symptoms, such as difficulty breathing.
- If a customer becomes ill, they should leave the salon as soon as possible. Staff must maintain physical distance from the unwell customer, and any staff member who must go closer than 2 metres (e.g., for first aid), must be wearing PPE (procedure mask and face shield). If the customer needs to wait for a ride they will be encouraged to wait outside, weather permitting, or in the reception area near the door, maintaining a 2m distance from others.
- If a staff member becomes ill, they must inform Zach immediately. The staff member must continue to wear a mask. They should go directly home, contact their doctor or Telehealth, and follow the instructions given.
- The break room may be used as an isolation room for an ill staff member if they cannot leave the premises right away (e.g., waiting for a ride) and cannot wait outside.

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Our changes, risks and controls:

Change to the way we operate	New risks that may result from the change	How we will control the risk
New personal protective equipment: Face Shields and Masks	Slips, trips and falls due to fogged up face shields or glasses	Staff will be trained on wearing their mask properly to minimize fogging, and anti-fog cleaner will be provided to all staff. Zach will make sure lighting is adequate throughout the salon.
Increased cleaning of the salon between customers	Slips, trips and falls on wet floors, Increased exposure to cleaning chemicals	Scheduling of appointments with adequate time between clients for drying of floors, addition of wet sign floors for use at each stylist workstation, Safe chemical use training.
Mental health impacts of risk of infection when interacting with the public	Increased stress for staff	We will establish regular check-ins with staff to make sure they are supported and aware of available resources.
New COVID screening and PPE requirements for customers	Increased stress for staff when assisting frustrated customers	All staff will be provided information resources about conflict resolution and de-escalation techniques and instructed to contact Zach immediately if they require any support when interacting with customers. We will maintain our zero tolerance policy for workplace violence and harassment.

Monitoring

- Zach and Rachel will gather feedback continually through check-ins staff meetings and regular conversations.
- Customers will be provided with an email address where they can send any feedback.
- Zach and Rachel will meet every Friday morning to review how the plan is working and review any feedback from staff or customers. Additional check-ins will also be held if there are changes to guidance, there is a change to the stage/colour of the region or a major issue identified.
- Any changes to the plan will be communicated to staff by email and all posted documents will be updated as required. Zach will also communicate any changes to staff at the next shift meeting.

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COVID-19 Safety Plan Snapshot – Kurly Hair Salon

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Approved by: Zachary S (Owner/Manager)

A. How we're ensuring workers know how to keep themselves safe from exposure to COVID-19

- The manager is regularly checking health information and news to update our plan as needed.
- Staff meetings take place daily and reminders emailed weekly regarding COVID-19 safety reminders.
- Social media, our website, voicemail, and posters at our hair salon inform customers of safety measures.

B. How we're screening for COVID-19

- All workers and customers are screened before they enter.
- There is a sign at the entrance reminding people they cannot enter prior to completing COVID-19 screening.

C. How we're controlling the risk of transmission in our workplace

- All staff are required to wear a mask while at work.
- Customers are required to wear a mask.
- Barriers are installed at the reception/payment counter and in-between all workstations.
- Frequently-touched surfaces, equipment, scissors, combs and other items are cleaned and disinfected at the start of the day and between each customer.
- A disposable single use cape is provided to each customer.
- Stylists are required to use disposable aprons and gloves and change them between appointments.
- Hand sanitizer is available throughout the hair salon.

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- Signage is posted to remind everyone of the requirements to wear a mask, maintain physical distancing whenever possible, and wash their hands frequently.
 - All doors and windows will be kept open whenever possible.
 - The ventilation system will be well maintained and operated at all times, including after-hours to ensure good air circulation.
- D. What we will do if there is a case, or suspected exposure to, COVID-19 at our workplace**
- Staff members who are sick or must self-isolate will be supported to do so.
 - Follow public health direction, and provide information regarding guest records and screening as required by Middlesex-London Health Unit to complete contact tracing.
 - Communicate with our staff and customers.
- E. How we're managing any new risks caused by the changes made to the way we operate our business**
- Added supports for mental health, improved visibility, and added training for new hazards.
- F. How we're making sure our plan is working**
- Seeking feedback from staff (in person), and customers (by email).
 - Review our plan frequently and make changes based on feedback.

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