



Nanaimo Elements Holistic Centre & Spa Ltd.

COVID-19 Safety Plan

June 2020

This Safety Plan was developed to allow Nanaimo Elements to resume operations in a manner that is safe for employees and clients, and in compliance with WorkSafeBC (WCB) general guidelines and industry specific protocols. This plan was developed following a six-step process provided by WCB, specifically addressing issues identified in the WCB Protocols for Personal Services. We are committed to ensuring we are 100% in compliance with the best safety practices to minimize health and safety problems and exposure to the COVID-19 virus.

Step One – Involve Workers in assessing our workplace

- Created a new Health & Safety Committee (HSC) – Owen and Tina
- HSC met on May 22, 2020 to review the WCB Safety Plan tool and industry specific guidelines and identify steps that need to be taken. The results were documented and reviewed by all staff in a meeting on June 1, 2020
- Areas of salon where people gather – reception area and staff room
- Job tasks and processes where people are potentially close to one another – treatment rooms where services are performed, reception desk, staff room, washrooms
- Tools and equipment that are shared – telephones, computer keyboard, office supplies on reception desk, supplies at make up station
- Surfaces often touched – doorknobs, light switches, retail items on shelves

Step Two – Implement Protocols to reduce the risks

- Reviewed industry-specific protocols for Personal Service Industry, and guidance from WCB and BC Beauty Council (see Step)
- Reducing the risk of Person to Person transmission – 4 levels – elimination, engineering controls, administrative controls, PPE

1. First Level - Elimination

1. access to salon limited, door locked, and clients allowed in with escort only – 2-meter separation to be maintained. We are essentially a “by appointment only” business
2. 2 clients allowed in reception area at one time and asked to stay 2 meters distant (escort responsible for this).
3. when possible, only one staff at reception desk at a time. When not possible, staff to wear masks
4. service appointments staggered so that arrivals and departures do not happen concurrently – work schedules for staff will also be developed to reduce the number present at any given time
5. retail buyers – controlled access and specified times – current practice to be maintained
6. Where possible clients are asked to pre-pay to allow them to enter and leave without pausing in reception area,
7. clients asked not to bring additional friends or family members,
8. all amenities in lobby removed (chairs, reading materials, water station)
9. one washroom designated to customers, all decorative and other amenities removed, hand washing towels removed and replaced with single use disposable paper towels that are subsequently composted, cleaning protocols stepped up to require the washroom to be cleaned every time a client uses it.
10. one washroom designated as staff only – staff are responsible for cleaning it after their own use

2. Second Level – Engineering Controls

1. Plexiglass barrier installed at front desk to create separation between reception staff and customers

3. Third Level – Administrative Controls

2. Refer as well to the First Level – where some policies and procedures created will have the impact of eliminating potential hazards.
3. Regular and thorough hand washing is required for all staff, who are encouraged to avoid touching their faces throughout the day.
4. Cleaning protocols – Service Staff - this group is responsible for cleaning and disinfecting treatment rooms before being clients are served, for escorting clients to and from the treatment rooms, for ensuring the clients do not touch retail stock items, and

for flagging the need to clean washroom if their client uses it. Hand sanitizer is available immediately inside the front door for clients to use, and clients are asked to bring their own masks.

5. Cleaning protocols – all staff – cleaning solution spray bottles with a formula of diluted bleach and paper towels are provided, along with disinfecting wipes and hand sanitizer. Staff are to use these products to regularly disinfect all contact points, door handles, reception desk items and washrooms. Paper towels are to be discarded in clearly marked blue bins and this waste will be composted.
6. Washrooms – cloth towels have been removed and replaced with single use paper towels to be composted to avoid contact. Customer and staff washrooms must be cleaned after every use
7. Scheduling – schedules are being created to minimize the number of staff and clients present in the salon at any one time. The hours of the business will be adjusted to control the flow of customer arrivals
8. Customers are asked not to bring friends and family members along to the salon.
9. Customers are asked not to pay with cash
10. Retail Returns – direction from the BC Beauty Council to avoid allowing returns on purchases of retail products. Elements will follow this direction and continue to provide samples to clients – allowing them to try new products before they buy to avoid the disappointment of unsuitable purchases
11. Signage has been posted on the front entrance door and on a sandwich board sign to spell out access rules and restrictions
12. All extraneous furniture, magazines, brochures and other items from the reception area and staff room have been moved into storage to avoid unnecessary contact surfaces. The reception desk will be cleared, and staff will wear aprons and carry a pen with them rather than having a bin of these items on the desk
13. Staff will continue the current practice of not sharing or re-using tools, and all tools will continue to be disinfected after each use according to posted procedures.
14. Testers will not be available to customers – staff assisting customers with retail purchases will provide access to test samples. Signs are posted to ensure customers do not touch stock without assistance. When test sample bottles are touched by a customer under the direction of staff, they are immediately set aside in a basket and disinfected before being returned to the shelf.
15. All service customers receive a reminder email 2 business days prior to their appointment containing the protocols for visiting the salon, including direction not to come if and of the COVID-19 conditions exist. This reminder is the first line of defense – the second is the signage on the locked door of the salon that contains the WCB version of these conditions. All communications stipulate that entering the premises amounts to

the client agreeing to these conditions before entering. Staff are directed to follow the same guideline – do not come to work if any of the listed conditions exist.

4. Fourth Level – PPE

1. For services where physical distancing cannot be maintained and other control measures such as barriers cannot be used, masks should be worn to reduce the risk of transmission. Cloth and disposable masks may not protect the wearer from the virus because they do not form a tight seal with the face, but they can reduce the spread of the wearer’s respiratory droplets to others. Clients should wear a mask when having these services to protect workers, and staff will wear a mask when performing services or otherwise when social distancing is not possible.
2. Clients are encouraged to wear their own masks when visiting the salon. Masks are available for staff and customers who do not provide their own.
3. Staff are to wear aprons, and these are to be laundered daily.
4. “High Risk” services where appropriate controls cannot be maintained are restricted until additional clarity is provided as to whether full shields and medical-grade masks are acceptable methods to mitigate the risk of exposure.

Step Three – Develop Policies

1. Our workplace policies have been developed to ensure that the spa is safe and healthy for staff and customer; including who can be at the workplace, how to address illnesses that arise in the workplace, and how staff can be kept safe in adjusted working conditions.
2. Our workplace policies ensure that staff and others showing symptoms of COVID-19 are prohibited from the workplace. The symptoms and conditions that would not allow staff and others to access the salon are clearly posted on the only access point to the salon for customers and provided to customers before their service appointments or access to the retail showroom.
3. If a staff member starts to feel ill at work, they are asked to wash and sanitize their hands, advise the owner, and go straight home. The remaining staff will clean and disinfect any surfaces that the ill worker may have touched.
4. Working Alone Policy – when working alone, staff are always directed to keep the salon doors locked and to allow access to clients with appointments only. The business hours and work schedules are crafted to restrict these times.

5. Violence Prevention Program – To our knowledge, staff at Elements have never had an incident where there was a threat of violence from a member of the public. We have a zero-tolerance policy on this issue – any person threatening or abusing staff will immediately be asked to leave the salon and will be banned from further access. Staff are asked to immediately call 911 if the person does not comply with this request.

Step Four – Communications Plans and Training

1. A full staff meeting will take place to review the COVID-19 Safety Plan and related policies and protocols. The plan will be posted in the salon and on the website. The staff will have a systematic walk through of all procedures and feedback from the staff will be incorporated into the plan.
2. The HSC members will be a point of contact for all staff to raise issues or make recommendations.

Step Five – Monitor and Update as necessary

1. The salon owners and all staff are expected to monitor conditions at the salon and raise concerns, and the HSC will update policies and procedures.

Step Six – Assess and address risks from resuming operations

Most previous steps implemented after industry shutdown order was lifted. During the closure, the salon was thoroughly cleaned and re-organized physically and administratively to prepare for the resumption of business. Virtually all previous staff elected not to return, and so training and education has been geared to a new workforce. One new piece of equipment was purchased (the RMD), and the Roberta and Tina are both receiving training on this device concurrently. Tina is an experienced aesthetician and training for unfamiliar equipment like the ionic foot detox device will be rolled out as needed in the coming months.