

BLACK RABBIT SALON

COVID-19 Updates, Protocols & Waiver

To Our Stellar Guests:

All of us would like to sincerely thank you for your patience during this challenging situation. The health, safety, well-being of our guests, and staff and community are, most important to us. We have been working hard preparing for our reopening on Friday, May 15, 2020.

We know you expect the highest standards at Black Rabbit Salon, and we are committed to providing that every day. We believe the safest way to handle the salon for the time being is to treat everyone, including ourselves, as if they could be infected. We are governed and regulated by the Ohio State Cosmetology and Barber Board. We have attached the guidelines that we will adhere to below in this document for your review.

The following list will outline the protocols we have put in place, as well as inform you of what to expect upon returning to the salon:

- Please wait in your car for your appointment until you receive a **call** or **text message** from your stylist that they are ready to begin your service. Each stylist will only move forward with your service once they have received your signed waiver either through email, or printed copy.

- o Only customers receiving a service will be allowed in the salon

- o We have set up an entry station for sanitation and communication upon arrival. Here you will have your **temperature** taken. Once these measures have been completed, we will begin your service

- o We have split shifts between the stylists, and will not be able to double book services in order to be compliant with **six (6) feet** social distancing. We will do our best to schedule our guests promptly, and fairly, as soon as possible

- o Treating everyone, including staff, as if they could be infected

- All tools, stations, and equipment, as well as high touch and common areas, will be sanitized and/or disinfected between each client and throughout the day.

- o It is **mandatory** that each client wear a mask upon entry and during their service. If removal is required, you will be instructed to do so. If you do not have one upon arrival or have forgotten, one will be provided to you for \$3.00.

- o It is **mandatory** that each stylist wear a mask upon entry and during your service

- o It is **not mandatory** to wear gloves as long as you are following proper hand sanitizing procedures

- o No sample products or testers will be available. If you would like to purchase product, let your stylist know, and they will get the products for you

- o All staff have updated certification on sanitation protocols via **Barbacide**™ and

OSHA.gov

o Temporarily suspending all **complimentary services**. **No beverages, magazines, or hot towels will be provided**

o All materials brought in to the salon with you must leave with you

o Please understand if you are getting a color service, there may be a product up charge for extra color needed. This will be at the discretion of your stylist

Cancellation/No-Show Policy

We will not be penalizing for any last-minute cancellations due to illness. However, please provide us with information **as soon as possible** so we can adjust our schedules accordingly. This also goes for changes in personal schedule. We are trying our best to get every client back in as soon as possible and working at half capacity.

Rest Assured, we hope to get back to a new normal, and offering many of the added value services and extras you have come to enjoy. These protocols will continue to be refined and adjusted as needed, and we promise to keep you informed every step of the way.

Waiver must be completed & submitted to YOUR stylist before your appointment

All of us at Black Rabbit Salon are doing everything we can to protect you; our clients, community, and our staff. With this in mind, we will be following the **Center of Disease Control (CDC) and** local health department guidelines, in regard to social distancing practices and sanitation; in order to reduce the spread of Novel Coronavirus, or COVID-19. This will require our staff to maintain **six (6) feet of distance** between ourselves and you, the client, as much as possible in our salon setting. We will also require this procedure for **client-to-client contact**, in order to limit the exposure to all individuals. Only the person receiving the service will be allowed in the salon.

All **tools, stations, and equipment**, will be sanitized and/or disinfected between each client. New capes and supplies will be issued to each client. Stylists will follow proper hand washing protocols between each client. We will temporarily suspend all complimentary services; **No hot towels, No beverages, No Magazines**

Black Rabbit Salon **requires** all individuals to utilize approved masks, either surgical or improvised, such as scarves, bandanas, and handkerchiefs; to reduce the risk of exposure to yourself and others. It is also required of everyone to either **wash or sanitize** their hands upon arrival of your appointment, after using the **restroom, sneezing, or coughing**.

If we all work together, we can overcome the spread of this virus as well as other infectious diseases.

By filling out the form below and submitting, you agree to comply with the written instructions above and agree that **you are at the salon at your own risk**, releasing Black Rabbit Salon and all associated independent stylists there-in, from any liability relating to COVID-19. Failure to comply with these written instructions or verbal instructions from staff may result in your removal from the premises.

COVID-19 Pandemic Hair Treatment Consent Form

I _____, knowingly and willingly consent to receive salon services during the COVID-19 pandemic.

I understand the COVID-19 virus has a long incubation period, during which carriers of the virus may not show symptoms and still be highly contagious. It is not possible at this time to know who does and does not have the virus given the current limitations on testing. _____ (Initial)

I understand that due to the frequency of visits of other clients, and the characteristics of the virus, that I have an elevated risk of contracting the virus by simply being in a salon _____ (initial)

I confirm I am not presenting any of the following symptoms of COVID-19 listed below:
_____ (initial)

- Fever
- Temperature: **(Taken at Appointment)**
- Shortness of Breath
- New Loss of Taste or Smell
- Dry Cough
- Runny Nose
- Sore Throat
- Muscle Pain or Chills • Headache

To prevent the spread of contagious viruses, and to help protect each other, I understand I will have to follow the strict protocols put in place _____ (initial)

I understand that air travel **significantly increases** my risk of contracting COVID-19 Virus. I understand that the **CDC, OSHA and Ohio State Board of Cosmetology and Barbers** recommend social distancing of at least six (6) feet _____ (initial)

I verify that **I have not** traveled outside the United States in the past fourteen (14) days to countries that have been affected by COVID-19 _____ (initial)

I **have/have not** traveled domestically within the United States by commercial airline, bus, or train within the past 14 fourteen (14) days _____ (Y/N) _____ (initial)

This waiver is subject to change. By **signing**, you agree to the above terms. Each stylist at Black Rabbit Salon has the authority to refuse service if these guidelines are not met; or they feel it is in the best interest of both parties to not proceed.

Name: _____

Signature: _____

Date: _____



Responsible RestartOhio

Hair Salons, Day Spas, Nail Salons, Barbershops & Tanning Facilities



Employees

Mandatory

- **Ensure minimum of 6 feet between employees, if not possible, install barriers**
 - Social distancing will apply with exception that the distance between the client and employee may be less than six feet
- Businesses must allow all customers, patrons, visitors, contractors, vendors and similar individuals to use facial coverings, except for specifically documented legal, life, health or safety considerations and limited documented security considerations.
- Businesses must require all employees to wear facial coverings, except for one of the following reasons:
 - Facial coverings in the work setting are prohibited by law or regulation
 - Facial coverings are in violation of documented industry standards
 - Facial coverings are not advisable for health reasons
 - Facial coverings are in violation of the business' documented safety policies
 - Facial coverings are not required when the employee works alone in an assigned work area
 - There is a functional (practical) reason for an employee not to wear a facial covering in the workplace.

(Businesses must provide written justification, upon request, explaining why an employee is not required to wear a facial covering in the workplace. At minimum, facial coverings (masks) should be cloth/fabric and cover an individual's nose, mouth, and chin.)
- Employees must perform daily symptom assessment*
- Require employees to stay home if symptomatic
- Require regular handwashing by employees
- Place hand sanitizers in high-contact locations
- Clean high-touch items after each use (e.g. carts, baskets)
- Wear gloves and dispose of gloves in between tasks in accordance with Centers for Disease Control and Prevention (CDC) glove removal guidance; if gloves cannot be worn, wash hands in between tasks in accordance with CDC handwashing guidance
- Dispose of single-use materials between clients
- Maintain accurate appointment and walk-in records including date and time of service, name of client, and contact information to assist in contact tracing
- Continue to follow all guidelines in existing ORC and OAC for individual profession
 - OAC 4713
 - Please re-review OAC 4713-15-01, 02, 03, 13, & 15
 - These sections provide pointed rules on cleaning, disinfecting, and sanitation
 - RC 4709 and RC 4713
 - These Ohio Revised Code sections are the governing laws for Cosmetologists and Barbers, and set the overarching standards for requirements of sanitation and cleanliness in a licensee's business
 - Additionally, the "Laws & Rules" tab on the Cosmetology and Barber Board's website provides links and information pertaining to the rules and regulations of the industry
 - www.cos.ohio.gov

Recommended Best Practices

- Group employees by shift to reduce exposure
- Wear eye protection when providing services in close proximity to client, when possible
- Launder work clothing daily and shower immediately upon returning home from the establishment

* Daily symptom assessments should include assessing for symptoms and taking your temperature with a thermometer and monitoring for fever. Per the CDC, symptoms include cough, shortness of breath or difficult breathing, and two of the following: fever, chills, repeated shaking with chills, muscle pain, headaches, sore throat and new loss of taste or smell

Customers & Guests

Mandatory

- **Ensure minimum 6 feet between customers**
 - Social distancing will apply with exception that the distance between the client and employee may be less than six feet
- Specify hours for at-risk populations (e.g. elderly)
- Place hand sanitizers in high-contact locations
- Ask customers and guests not to enter if symptomatic
- Stagger entry of customers and guests
- Only clients will be allowed in the establishment for their service; unless client must be accompanied by a caregiver

Recommended Best Practices

- Consider having customers wear face coverings at all times.
- Health questionnaire for symptoms at entry point
- Provide face coverings upon entry
- Where possible, accept customers by appointment only
- Increase availability for curbside pickup
- Consider suspending return policies
- Schedule appointments with adequate time in between appointments to reduce the number of clients in the establishment
- Ask clients to wait outside in their vehicle or, if not possible, at the entrance of the business with at least six feet between clients until their scheduled appointment

Physical Spaces

- **Ensure minimum of 6 feet between people, if not possible, install barriers**
 - Social distancing will apply with exception that the distance between the client and employee may be less than six feet
- Post social distancing signage and disinfect high-contact surfaces hourly
- Clean merchandise before stocking if possible
- Establish maximum capacity
- Discontinue all self-service refreshments
- Discontinue client use of product testers; switch to employee-only product handling
- Clean chairs and equipment before and after each use
- Discard magazines and other non-essential items in the waiting area that cannot be disinfected

- Close once a week for deep cleaning
- Maximize available checkout space to promote social distancing (e.g., space customer lines with floor markers, use alternate registers)
- Use contact-less payments where possible
- Increase capacity for delivery and curbside pickup
- Post visible and appropriate signage to communicate to the client that thorough sanitation procedures are in place, and that service will not be provided to clients exhibiting symptoms of COVID-19. Signage to be created, in consultation with the Ohio Department of Health, and distributed to licensees by the Cosmetology and Barber Board

Confirmed Cases

- Immediately isolate and seek medical care for any individual who develops symptoms while at work
- Contact the local health department about suspected cases or exposures
- Shutdown area for deep sanitation if possible

- Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/ notifications
- Once testing is readily available, test all suspected infections or exposures
- Following testing, contact local health department to initiate appropriate care and tracing