interoffice memorandum

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| to: | All Staff and Contractors |
| from: | deanna mcallister |
| subject: | reopening strategy |
| date: | 4/17/20 |
| CC: |  |

**Scheduling Adjustments**

Until phase 3 appointments scheduled for 5 minutes will be increased to 15 manually

Processing times will be blocked once scheduled or deleted if social distancing measures cannot be met or transmission prevention is considered high-risk.

Processing time will not be counted when determining hair bookings

* Online booking has been temporarily paused for stylists by request

For hair clients; schedule must be condensed to reduce loitering in effort to decrease the body count burden when its unnecessary.

“No more than 10 people in a room”

* + 3 Stylists/3-5 Clients = 6-8
  + 1-2 Front office/3-4 clients = 4-6 (waiting are will be closed)
  + This statement does not apply to the building, it applies to “grouping” in an open area
  + Numbers should be consistently monitored by front office staff and management to prevent any incidence of non-compliance

Appointment rules in vagaro will be adjusted to reflect our “sick rules.”

* All clients who have not confirmed will receive a call to review the scheduling script

Script for scheduling;

* + Have you recently been exposed to anyone who is ill?
  + In the last two weeks have you experienced a persistent cough or fever?
  + Do you have your own mask to bring with you at the facility?
  + \*\*Use this script to determine how far out the patient needs to be scheduled. It must be two weeks from any recent fever and they should be encouraged to bring a mask. They will retain the mask until they are in their private treatment room with their provider to aid in their protection and others. We will work to provide masks for clients that do not have anything or we will ask them to wait outside once they have arrived. We will utilize the check-in feature for vagaro. Clients must be notified that we will perform temperature checks upon arrival.

**PPE/Standard Precautions & Prevention**

Non-invasive, touch-free temperature checks will be conducted on clients as they check in for their appointments (This has been verified as legal by our legal team).

Non-invasive, touch-free temperature checks will be conducted on employees as they arrive for their shift.

Masks will be worn by all staff and contractors until phase 3 has been called by the government

All staff and contractors will wash their hands for 20 seconds upon arrival to work with an antibacterial handwash

Eye shields will be worn when “splash” contamination is a risk

Gloves will be worn by staff while accepting cash and treating clients whenever possible

* + Gloves removed before you leave the room after touching the client
  + Gloves removed when leaving the desk
  + Work stations are to be wiped down before donning clean gloves

Staff will open and close treatment rooms to reduce the number of times the doorways are exposed and must be wiped

Glass doors remain closed at all times, segregating airflow within each department area

“Sick rules” that were applied before closure will apply upon reopen (for both staff and clients)

Any staff or contractor that must bring in a child will be asked to have them wait in the basement lounge

Leaving and returning to the building

* Staff and contractors will wash their hands for 20 seconds upon return
* Staff and contractors will remove their mask before exit so that they are not returning with outside contaminants
* Staff and contractors will change their clothing if returning to their home to manage animals
* Staff and contractors will not wear gloves in and out of the building
* Food should not be brought back to the facility whenever possible and delivery drivers should be met outside.
  + Food brought in should go directly to the basement lounge
  + Staff and contractors will wash their hands for 20 seconds before returning to their stations.

Deliveries

* All Vendors will enter the East entrance
* All cardboard will be broken down and removed immediately from the facility
* Staff unloading deliveries will wash their hands for 20 seconds after boxes have been removed
* Supply stock will be rotated to ensure recently handles items are used last

**Disinfection Guidelines**

Stylists will wipe down their chair and wash stations between clients

* each will furnish and us an EPA approved solution for their station, such as lysol

Spa disinfection of equipment and room guidelines will remain the same (using Cavicide not protex)

* Note; Constantly spraying aerosols is useless and unsafe and should not be used
* Standard disinfection of all tools will remain the same

If an employee or contractor falls ill

* + Clients seen by that provider will be notified if a member tests positive
    - The identity of that member will not be disclosed as that is protected information in accordance to the law
  + Employee or contractor will be required to test for Covid-19 before returning if symptoms are consistent
  + Employee or contractor will not be allowed to return to work for two weeks, following a positive test for Covid-19.

**Employee Hours**

In the event we do not return to full capacity the following restriction will be set;

* + Vanished may operate on a reduced schedule through the phases
  + Treating providers will be capped at 20 hours until phase 2 is implemented (hours might be acquired through e-learning as well as onsite)
    - Onsite staff will be restricted to those who have clients scheduled
  + Front office will arrive 30 minutes before the 1st client and leave with the closer unless unable.

Notes; *Vanished has a safe and heavily segregated design that aids in infection control prevention, especially where contact or droplet precautions are a concern. Employees will have a safe environment to return to. We will provide any client that requests, information regarding our reopening guidelines so that they feel confident in our measures to continue protecting them as well as their families*.