



# COVID-19 Preparedness Plan for Skincare by Erika - SF

Skincare by Erika is committed to providing a safe and healthy workplace for all our workers spa clients. To ensure we have as safe and healthy workplace, we have developed the following COVID-19 Preparedness Plan in response to the COVID-19 pandemic. Managers and workers are all responsible for implementing this plan. Our goal is to mitigate the potential for transmission of COVID-19 in our workplaces and communities, and that requires full cooperation among our workers, management and spa clients. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

Management and workers are responsible for implementing and complying with all aspects of this COVID-19 Preparedness Plan. The Spa managers have our full support in enforcing the provisions of this policy and we encourage our workers to ask questions, raise safety and health concerns and offer suggestions related to the plan and its implementation.

Our workers are our most important assets. We are serious about safety and health and keeping our workers working at Skincare by Erika. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by meeting with all the team leads and developing specific safety protocols for each department. Our COVID-19 Preparedness Plan follows State of California Industry Guidance for our business, Centers for Disease Control and Prevention (CDC) Guidelines, federal Occupational Safety and Health Administration (OSHA) standards related to safety and health precautions required in response to COVID-19 and applicable executive orders. The plan addresses the following:

1. policies and procedures that assist in the identification of sick workers and ensure sick workers stay home;
2. implementation of engineering and administrative controls for social distancing;
3. worker hygiene and source controls;
4. workplace building and ventilation protocols;
5. workplace cleaning and disinfecting protocols;
6. drop-off, pick-up and delivery practices and protocols; and
7. communications, training and supervision practices and protocols.
8. what customers and clients can do to minimize transmission;
9. additional protections and protocols for receiving and exchanging payment;
10. additional protections and protocols for managing occupancy;
11. additional protections and protocols to limit face-to-face interactions; and
12. additional protection and protocols for distancing and barriers.

## **1. Policies and procedures that assist in the identification of sick workers and ensure sick workers stay home**

Workers have been informed of and encouraged to self-monitor for signs and symptoms of COVID-19. The following policies and procedures are being implemented to assess workers' health status prior to entering the workplace and for workers to report when they are sick or experiencing symptoms. All staff have been instructed to stay home if they are feeling ill and/or have any COVID like symptoms. We will be taking



temperatures of all staff before they begin their shift to ensure that they do not have a fever, if a staff member begins to feel ill after they have arrived at work, they need to inform management and immediately leave the premises.

Skincare by Erika has implemented policies that promote workers staying at home when they are sick, when household members are sick, or when they are required to isolate or quarantine themselves or a member of their household.

Skincare by Erika will inform workers if they have been exposed to a person with COVID-19 at their workplace and require them to quarantine for the required amount of time. In addition, we will protect the privacy of workers' health status and health information, and will not be sharing workers' health status information publicly or with anyone other than management.

## **2. Social distancing – maintaining six feet of physical distancing**

Social distancing of six feet will be implemented and maintained between workers in the workplace. We will not be performing services where the workers cannot remain six feet apart. Lunch breaks will be staggered, and all staff will practice social distancing whenever possible.

Social distancing of six feet will be implemented and maintained between workers and customers or clients in the workplace through the following engineering and administrative protocols. We will be operating at 25% of capacity when first opening to reduce the number of people in the spa at one time. All clients waiting for services will be asked to sit at least 6 feet apart. We have a number of different locations where clients can wait and we be utilizing them all. Clients will be asked to stand at a designated area when checking out in order to remain six feet apart from the front desk staff.

## **3. Worker hygiene and source controls**

Worker hygiene and source controls are being implemented at our workplaces at all times. All workers are required to wear masks and are also required to wear face shields if they are performing a service that does not allow the client to wear a mask. We will be providing masks if they do not have their own. They will be washing their hands frequently and before and after seeing each client. Staff will be sanitizing their rooms and stations before and after each shift and in between each client. Hand sanitizer will be readily available throughout the spa. Tissues will be provided for proper cough/sneeze etiquette and no-touch disposal receptacles.

## **4. Workplace building and ventilation protocols**

Reopening the workplace includes necessary sanitation, assessment and maintenance of building systems including water, plumbing, electrical and HVAC systems. We will maximize fresh air into the workplace, limit air recirculation, and properly use and maintain ventilation systems where we can.



## **5. Workplace cleaning and disinfection protocols**

Regular housekeeping practices are being implemented, including routine sanitizing of the workplace and frequent sanitizing of high-touch areas. Workers have been instructed that personal equipment and tools should not be shared and, if shared, should be disinfected between users. Staff will be sanitizing their rooms and stations before and after each shift and in between each client. Bed linens will be changed between each client. Hand sanitizer will be readily available throughout the spa. We will no longer be providing shared amenities such as magazines, coffee, tea or fruit infused water.

Appropriate and effective cleaning and disinfectant supplies have been purchased and are available for use in accordance with product labels, safety data sheets and manufacturer specifications, and are being used with required personal protective equipment for the product.

## **6. Drop-off, pick-up and delivery practices and protocols**

Drop-off, pick-up or delivery of goods will be made using means that allow for at least six feet of distance between the worker and customer or vendor. Clients will be encouraged to pre-order items, so that we can have them ready for them when they come to pick them up. Clients will be required to wear masks.

## **7. Communications, training and supervision practices and protocols**

This COVID-19 Preparedness Plan was communicated by email to all workers on September 10, 2020, and necessary training was provided. Protocols for each department has also been sent to each staff member. Each department lead is reviewing the safety protocols specific to their departments with their team members and answering and addressing any questions or concerns that may arise. Managers and supervisors are to monitor how effective the program has been implemented by regular communication with team leads for feedback. Management and workers are to work through this new program together and update the training as necessary. This COVID-19 Preparedness Plan has been certified by Skincare by Erika management and was posted throughout the workplace on Sept 11, 2020. It will be updated as necessary.

## **8. What customers and clients can do to minimize transmission of COVID-19**

All clients must wear a mask. Clients' temperatures will be taken when they arrive and will be asked to leave immediately if they have a fever. They are asked to cancel their appointment if they are feeling ill. Clients should wash their hands frequently and practice social distancing when in the common areas. Clients should not bring friends or family with them unless they are also getting services. We also ask clients not to linger in the common areas after their appointments. Hand sanitizer will also be readily available throughout the spa.

## **9. Additional protections and protocols for receiving and exchanging payment**

We ask clients to please wash or sanitize their hands prior to handing over payments. The front desk staff may wear gloves or sanitize their own hands after every payment transaction.



## **10. Additional protections and protocols for managing occupancy**

We will be operating at 25% capacity when we re-open the spa. We have cut down on the number of staff members working at any given time, so that we do not go over our capacity limitations. We are asking clients to come to their appointments alone and not to linger in common areas afterward. We will not be accommodating large groups. We are asking clients to pre-order products for pick up to limit their time in the spa.

## **11. Additional protections and protocols to limit face-to-face interactions**

All clients and staff must wear a mask during services. Estheticians who perform services that don't allow for a mask to be worn by the client, such as facials, peels, microdermabrasion, lip and chin waxing, make-up application etc. will wear a face shield in addition to a face mask. Staff and clients are asked to practice social distancing in the common areas. Clients are encouraged to pre-order products for pick-up or for us to ship out.

## **12. Additional protection and protocols for distancing and barriers**

Staff and clients must wear masks whenever possible. Workers and clients must maintain physical distancing of six feet or more while in common areas. Space between stations and client checkout should be six feet apart. Barriers will be added if this isn't being followed. Hand sanitizer will be available at the checkout area and readily available throughout the spa. Instructions will be posted at the entrance informing clients that they should not enter if they are experiencing symptoms; that they need to wear a mask; about the store's occupancy limits; and that customers are asked to adhere to hygiene and social distancing instructions, signage and markings.

Certified by:  
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Owner