



## ACCORD

Our commitment to safely reopen and operate our salons nationwide during the COVID-19 pandemic:

**A**ssess **C**lean **C**ommunicate **O**rganize **R**eopen **D**eliver

**People • Empathy • Respect**

[www.salonps.com](http://www.salonps.com)

Since 2008, PS Salon & Spa has been delivering professional and licensed salon services to the residents of senior communities nationwide. As with all our peers who work within and support the senior living industry, we have observed with awe the inspiring levels of compassion and service which senior community teams have provided to their residents and families during this COVID-19 pandemic. PS Salon & Spa applauds all of our Community Partners for their heroic efforts!

Today, states across the country are beginning to ease restrictions on Non-Essential Services, allowing for the return of salon services within senior living communities. Our PS Professional salon employees are excited to join our Community Partners in bringing back the safe delivery of professional salon and spa services!

In preparation, we have spent the last month developing **ACCORD**, our 3-Step plan to reopen AND safely operate senior community salons during and beyond the COVID-19 pandemic. PS Salon & Spa has always operated in strict accordance with state and local law, leveraging our operating leadership's **700+** years of industry experience to set the standard for salons in senior living.

The **ACCORD** 3-Step plan builds upon our existing protocols for salon hygiene, sanitation and infection control and incorporates recent COVID-19-specific guidance. PS Salon & Spa would like to thank each of the following organizations for making information available (and we have provided links to their content throughout this document):

- [BARBICIDE® / King Research](#)
- [Marlo Beauty Supply](#)
- [John Paul Mitchell Systems](#)
- [International Spa Association](#)
- [Professional Beauty Association](#)
- [Graham Company®](#)
- [Ohio State Cosmetology and Barber Board](#)
- [Nevada State Board of Cosmetology](#)
- [CA State Board of Barbering and Cosmetology](#)
- [LeadingAge®](#)
- [Centers for Disease Control \(CDC\)](#)
- [Occupational Safety and Health Assn \(OSHA\)](#)

The 1,500+ Team Members of PS Salon & Spa are grateful for the opportunity to support the safety, comfort and well-being of our senior customers and their families and caregivers. We've missed our customers as much as they've missed us, and look forward to welcoming them back to our 'chairs' in the near future.

**The PS Salon & Spa Team**

# ACCORD Highlights

When can a salon inside a senior living community be reopened for service?	PS Salon & Spa operates each salon according to state and local requirements. Once the state and local jurisdictions allow salons to reopen, PS Salon & Spa can then engage with the Community Partner to determine the opening sequence/schedule.
Will the salon space need to be cleaned prior to opening?	Yes, through a combination of the Community Partner's efforts and our PS Salon & Spa team. The level of cleaning will depend on if and how the salon space was used during the shutdown.
Will PS Salon & Spa professionals wear face masks?	Yes, PS Salon & Spa is providing FDA-approved, 3-Ply disposable face masks to each employee. Until guidelines are relaxed, face masks will be worn during the entirety of a service day.
Will PS Salon & Spa professionals wear other PPE?	PS Salon & Spa is also providing eye-protection goggles for nail services.
Will clients have to wear face masks?	Yes, best practices today call for clients (and accompanying aides) to wear a face mask during their visit. If clients cannot bring their own, they will be able to purchase one from PS Salon & Spa with each service.
Will there be changes to the existing operating schedules?	Potentially, based on local circumstances and to be discussed specifically with each Community Partner.
Will there be limits on the number of clients in a salon?	Yes, best practices today call for 6-foot separation (social distancing) between workstations and other service areas. PS Salon & Spa will assess each salon based on its size and layout and collaborate with each Community Partner accordingly.
Will there be any limits or restrictions on the types of services offered?	Potentially, based on each state's recommended guidelines or restrictions and to be discussed with each Community Partner.
Is there a preferred payment method?	Best practices today call for as little 'touch' as possible during transactions. PS Salon & Spa pre-funded <b>Celebration Accounts</b> ( <a href="https://www.salonps.com/celebration.html">https://www.salonps.com/celebration.html</a> ) and Credit Cards on file are the best options for clients and their families (versus paying by cash or check, if available).
Who will develop materials and provide communication to families and clients?	PS Salon & Spa has a range of materials available for email, digital and print distribution specific to both families and clients. Community Partner support for (especially email and digital) communication is critical during this time.



# General Industry Guidelines

## BARBICIDE®

It is acknowledged that all services within the Professional Beauty Industry (Cosmetology, Barbering, Nails and Esthetics) carry some risk in this viral environment due to the nature of the services provided and the inability to maintain social distancing. With that said, licensed professionals have been trained to mitigate these risks significantly through the use of proper infection control standards required by the state regulatory licensing rules and regulations.

The following recommendations, therefore, are enhancements to those existing rules and they address the unique scenario presented by the COVID-19 pandemic. In the professional beauty educational curriculum, students are taught the definition of Universal Precautions. Therefore, in this environment we are going to follow Universal Precautions and assume that everyone is COVID-19 positive and take all the precautions necessary to mitigate the risk of the spread while still performing a service that is necessary and provides economic and psychosocial benefits to the population.

**ALL EXISTING HEALTH AND PUBLIC SAFETY (INFECTION CONTROL) RULES ARE STILL IN EFFECT AND ENFORCED**

### Recommendations

**Personal Protective Equipment (PPE):** With the understanding that PPE is often not worn properly, will be in very short supply moving forward and will likely become very costly; we make the following recommendations.

- **Masks:** Licensees should wear masks as a safety measure when providing a service. These masks can be disposable or cloth and must be disposed of or washed properly as required by the CDC. Disposable masks should be made available to patron and may only be used for a single customer. Even in the presence of Plexiglas partitions, a mask must be worn by the licensee.
- **Gloves:** It is not a recommendation to require gloves. When gloves are worn for infection control purposes, they must be changed with each service and that volume alone would be difficult to manage. Gloves worn all day, become more troublesome than no gloves at all. It is recommended that licensees be more adherent to the existing rules regarding hand washing after and before each service. It is further recommended that the licensee washes hands in front of the patron if the opportunity exists.
  - There are two exceptions where gloves are recommended – nail services and facial services. Gloves are to be worn for only a single service and hands washed thoroughly after they are removed.
- **Gowns:** There is no recommendation to wear gowns at this time. Due to the nature of this transmission, the wearing of gowns does not offer additional significant protection and is both expensive and uncomfortable.

<https://barbicide.com/covid-19/>

# General Industry Guidelines

## BARBICIDE

**Hand Hygiene:** Proper hand hygiene is documented to be an essential action to reduce the spread of viral illness. All states require some form of hand hygiene (washing or hand sanitizer) prior to and after a service. It is recommended that these rules be more strictly enforced and acknowledged that hand washing is the preferred method of hand hygiene and it should be done as frequently as possible, but always after eating, smoking and using the restroom. Hand sanitizer should be made available for all patrons and required prior to a nail service.

**Customer Interactions:** The following recommendations reduce the number of patrons in a business at a single time and limit interactions that could be of risk.

**Appointments:** All services must be scheduled with adequate time in between appointments to properly clean and disinfect. Employers should be held accountable for allowing their employees to have enough time to allow for proper disinfection without repercussions. Patrons should be asked to wait outside or in their cars until they are called for their appointment. Appointments should be staggered to avoid multiple people in the waiting areas.

**Double Booking:** This should not be done unless each patron can be left in a single chair throughout the process and distancing measures maintained. Limiting the movement of patrons throughout the business reduces risk to both patrons and staff.

**Hand shaking is not allowed!**

**Payments:** Cashless payment systems are preferred, but not required. If Point of Sale (POS) equipment is used and a patron must sign or enter PIN, the equipment must be disinfected after each use.

**Thermometers:** The use of thermometers for temperature scanning is optional. A fever only indicates someone who is already symptomatic and likely knows that. The goal is to treat all patrons (many of whom may be asymptomatic or mildly symptomatic) as though they are sick.




**Signage:** Signage should be posted that states services will not be offered to or given by anyone who is sick or exhibiting signs of illness. Patrons should be asked prior to a service if they have been sick or exposed to someone who is sick. If so, services should be deferred for 10-14 days.

**Distancing:** It is acknowledged that social distancing recommendations of 6 feet cannot be met in the actual service itself. However, the following distancing measures can be instituted to reduce risk:





- If chairs are situated such that the patrons are closer than 6 feet – every other chair should be used or chairs staggered if possible.
- There should be no more than 10 people in the business at any time (including staff) until those recommendations have been lifted by your state.
- Break rooms should be temporarily closed
- Waiting area chairs should be removed or spaced in such a manner to accommodate social distancing requirements

<https://barbicide.com/covid-19/>

# PPE and Infection Control Kit

	<p><b>2 oz. Barbicide Bullets / 16.0 oz Plastic Spray Bottle</b></p> <p>Hospital-grade, EPA approved broad-spectrum disinfectant in pre-measured concentrate</p> <ul style="list-style-type: none"> <li>• Package of six 2-ounce bottles of Barbicide concentrate</li> <li>• Add <b><i>HALF</i></b> of ONE 2.0 oz bullet to a 16.0 oz bottle and fill with water</li> <li>• Pre-measured for accuracy</li> <li>• Includes comprehensive EPA labeling to meet the requirements of all 50 states</li> <li>• Will not stain skin or surfaces</li> <li>• Safe for acrylic tanning beds, stainless steel, plastics, shears, just about any salon tool or surface</li> <li>• Disinfect and touch-up any time</li> <li>• <i>Quantity: 1 Pack</i></li> </ul>
	<p><b>Ship Shape Surface and Appliance Cleaner 32oz</b></p> <ul style="list-style-type: none"> <li>• The only cleaning product you need in the salon!</li> <li>• Use it to clean everything from mirrors, stainless steel and residue on your heat appliances</li> <li>• Phosphate Free</li> <li>• Safe for all appliances, including flat irons</li> <li>• Makes chrome sparkle</li> <li>• Great on glass and mirrors</li> <li>• Quickly cleans salon stations and chairs</li> <li>• Just spray and wipe to clean sink basins</li> <li>• Leaves surfaces streak free and easily removes hairspray residue</li> <li>• <i>Quantity: 1 Bottle</i></li> </ul>
	<p><b>Graham Sanek Neck Strips, Pack (60 Strips Per Pack)</b></p> <p>Keep your customer's neck clean and protected with Sanek neck strips.</p> <ul style="list-style-type: none"> <li>• More economical than paper or cloth towels</li> <li>• Made of soft, highly absorbent tissue</li> <li>• Stretches comfortably around your client's neck</li> <li>• Catch loose hair and absorb perspiration and drips</li> <li>• 2.5 x 17.5</li> <li>• Each pack contains 60 strips</li> <li>• <i>Quantity: 2 Packs</i></li> </ul>

# PPE and Infection Control Kit

	<p><b>Stylus Pens for Tablets and Smartphones</b></p> <ul style="list-style-type: none"> <li>• Great for homes and offices to share</li> <li>• Smoothly move over touchscreen displays</li> <li>• Soft, highly-sensitive silicone tips</li> <li>• Help prevent scratches, smudges, and fingerprints</li> <li>• Great for sketching, drawing, and photo apps</li> <li>• Clips for securing to a bag or case</li> <li>• Compatible with virtually any capacitive touchscreen</li> <li>• Condition: new</li> <li>• <i>Quantity: 2</i></li> </ul>
	<p><b>Brown Paper Bag</b></p> <ul style="list-style-type: none"> <li>• Storage method for 3PLY Disposable Mask to extend use (according to CDC Guidelines)</li> <li>• If you work in a salon with multiple Pro's please write your name on the outside of the bag</li> <li>• <i>Quantity: 5</i></li> </ul>
	<p><b>3PLY Disposable Mask</b></p> <ul style="list-style-type: none"> <li>• (Specs on following page)</li> <li>• <i>Quantity: 10</i></li> </ul>
	<p><b>Safety Goggles</b></p> <ul style="list-style-type: none"> <li>• For those salons with dedicated Nail services</li> <li>• <i>Quantity: 1</i></li> </ul>

# 1 Assess & Clean

## Plan

<b>Goal:</b>	Return the salon environment to a hygienic, sanitized and 'social distance' compliant physical state (after multiple weeks of non-operation and / or potential alternative use by the community).
<b>Timeline:</b>	1-2 days (or longer, as necessary)
<b>Action</b>	
<b>Assess &amp; Clean</b>	<ul style="list-style-type: none"> <li>✓ Take photos of salon and send them to PS Support (<a href="mailto:pssupport@salonps.com">pssupport@salonps.com</a>)</li> <li>✓ Complete a full count of all product, supply, equipment, and tools inventory</li> <li>✓ Place orders for any needed replenishments as soon as possible</li> <li>✓ Verify that all required salon licensure and other postings are still displayed appropriately and in compliance with local code</li> <li>✓ Ensure that POS Tablets are working and fully charged</li> <li>✓ Evaluate opportunities to reconfigure salon and achieve safe 'social distancing' separation between styling stations, shampoo areas, nail service stations, etc...</li> <li>✓ Surface clean and immersion-disinfect EVERYTHING in the salon, in accordance with all existing state cosmetology rules and licensure and regulations.</li> <li>✓ Refer to the 'best-in-class' state regulatory and professional beauty industry COVID-19 specific guidelines (provided below) for enhanced awareness</li> </ul>

<b>CAN be Submerged in EPA Registered Disinfectant:</b>	<b>CANNOT be Submerged in EPA Registered Disinfectant:</b>
Fully submerge these implements in disinfectant:	Spray or wipe these implements with disinfectant:
<ul style="list-style-type: none"> <li>• Combs</li> <li>• Brushes</li> <li>• Hair Clips</li> <li>• Applicator Brushes</li> <li>• Bowls</li> <li>• Measuring Instruments</li> <li>• Spatulas</li> <li>• Razors</li> <li>• Shears</li> <li>• Perm Rods</li> <li>• Spray Bottles</li> <li>• Applicator Bottles</li> <li>• Curved Needles</li> <li>• Cuticle Pushers</li> <li>• Dappen Dishes</li> <li>• Nail Clippers</li> <li>• Lash Mirrors</li> <li>• Nail Nippers</li> <li>• Nail Tip Cutters</li> <li>• Foot Files</li> <li>• Nail Brushes</li> <li>• Finger Bowls</li> <li>• Scissors</li> <li>• Tweezers</li> <li>• Brow Trimmers</li> <li>• Eyelash Curlers</li> <li>• Palette Spatulas</li> <li>• Sharpeners</li> <li>• Dry Brushes</li> <li>• Exfoliating Brushes</li> <li>• Exfoliating Instruments</li> <li>• Facial Brushes</li> <li>• Comedone Extractors</li> </ul>	<ul style="list-style-type: none"> <li>• Blow Dryers</li> <li>• Timers</li> <li>• Curling / Flat Irons</li> <li>• Clippers</li> <li>• Trimmers</li> <li>• Electric Drills</li> <li>• UV/LED Lights</li> <li>• Pedicure Bowls</li> <li>• Magnifying Lights</li> <li>• Wax Pots</li> <li>• Nail Drills</li> <li>• Facial Steamers</li> <li>• Lotion/Oil Warmers</li> <li>• Woods Lamps</li> <li>• Fans</li> </ul>

<https://my.visme.co/projects/8r9811gm-g1d5kokwwkz026m7>



# 1 Assess & Clean

## BARBICIDE®

### Back-to-Work Plan

Given the renewed focus on the health and public safety of beauty professionals and their clients, the following Back-to-Work Plan should be used to make everyone more comfortable when services resume. This plan incorporates best practices according to infection control subject matter experts and the advice may supersede the rules of your state. In this tumultuous time, it is important that best practices be followed for the health of professionals and consumers and it is strongly recommended that this plan be applied to pertinent parts of your business.

**The date you may return to work is determined by your state or local authorities and must be followed.**

Checklist of Supplies Needed:

- ☐ BARBICIDE® Concentrate
- ☐ BARBICIDE® Spray bottle (filled with properly concentrated BARBICIDE®)\*
- ☐ BARBICIDE® Wipes
- ☐ Clippercide® (cleans and disinfects) for clippers, trimmers and edgers
- ☐ BARBICIDE® Spacide Complete (if pedicure bowls are used)
- ☐ King Research Hand Sanitizer
- ☐ Ship-Shape® Comb and Brush Cleaner
- ☐ Ship-Shape® Professional Appliance and Glass Cleaner
- ☐ Clean towels / paper towels
- ☐ Gloves
- ☐ Trash bags

\*BARBICIDE® Concentration ¼ cup (2oz) concentrate in 4 cups (32oz) of water

### Disinfection Reminders:

- ✓ Disinfectants must be EPA-registered and labeled as bactericidal, virucidal and fungicidal. No product will be labeled for COVID-19 yet, but many will have human coronavirus efficacy either on their label or available on their websites. The EPA has approved any product that has tested as effective against human coronavirus, to make a claim for COVID-19 at this time.
- ✓ Disinfection only works on a clean item, so cleaning before disinfecting is always the first step. Methods to clean include soap/water, chemical cleaners (Ship-Shape®), wipes.
- ✓ Contact time listed on the label must be observed for disinfectants to work. The contact time refers to how long the surface must stay visibly wet with the disinfectant to inactivate or destroy all of the pathogens on the label. Typical contact time for immersion/sprays is 10 minutes, for wipes is 2-4 minutes.
- ✓ Disinfectant for immersion must be made fresh daily and replaced if it becomes contaminated sooner. For example, hair/debris floating in solution or a cloudy solution.
- ✓ Disinfection is for hard, non-porous surfaces, typically things made of glass, metal and plastic or referred to as synthetic materials.
- ✓ Porous/soft surfaces cannot be disinfected, but can be cleaned. This would include but is not limited to items such as towels, chairs covered in a porous material and your hands/body.

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<https://barbicide.com/covid-19/>

# 1 Assess & Clean

## BARBICIDE

### Prior to Re-Opening Checklist

#### Reception and Retail Area:

- ☐ Discard old magazines and other non-essential items in the waiting area that cannot be disinfected
- ☐ Wipe down all soft surfaces (couches, chairs) with water and a clean towel
  - Remember that these soft surfaces cannot be disinfected
- ☐ Clean and disinfect all hard, non-porous surfaces such as reception counter, computer keyboard, phones, door handles, light switches and point of sale equipment
  - Make sure to follow contact time for all surfaces
- ☐ Consider online scheduling in place of written appointment cards
- ☐ Clean and disinfect all shelving, glass and display cases; keep product containers clean and dust free
- ☐ Place signage in window to notify clients of your diligence in practicing proper infection control

#### Work Stations

- ☐ Clean and disinfect all non-porous implements used in your services, as required by all states (immersion, spray or wipe)
- ☐ Store properly disinfected implements in closed, containers that have also been disinfected (wipe or spray)
- ☐ Clean and disinfect all electrical implements used in your services as required by all states
- ☐ Clean and disinfect chairs and headrests
  - Remember that porous materials cannot be disinfected and ongoing use of disinfectants on materials covering chairs, can damage the material
  - On initial opening, feel free to disinfect your chairs, but limit that to once daily – consider barrier methods on chairs such as disposable paper drapes or towels that can be laundered after each client
- ☐ Clean and disinfect station, rolling carts, drawers and any containers used for storage
- ☐ Ensure that single use (porous items) are new
- ☐ All items on a nail station must either be new, never used or cleaned and disinfected (stored in a closed container until ready to use)

#### Treatment Rooms

- ☐ Clean and disinfect any appliances used
- ☐ Clean and disinfect treatment tables
  - Remember that porous materials cannot be disinfected and ongoing use of disinfectants on materials covering tables can damage the material – consider barrier methods on chairs such as disposable paper drapes or towels that can be laundered after each client
- ☐ Ensure that all product to be used has not been contaminated by improper removal of product prior to closure
- ☐ Ensure all single use items are new
- ☐ Empty wax pots, completely clean and disinfect – refill with new wax
- ☐ Ensure that multi-use product containers have adequate single use applicators available to safely remove product without contaminating remaining product

# 1 Assess & Clean

**BARBICIDE®**

## Prior to Re-Opening Checklist (continued)

### Restroom

- ☐ Clean and disinfect all surfaces
- ☐ Replace any soft goods (toilet paper, paper towels)
- ☐ Consider upgrading to touchless faucets, soap and paper towel dispensers
- ☐ Consider adding touchless, automatic hand sanitizer dispensers
- ☐ Place a trash container near door
- ☐ Remove any products that do not belong in the restroom – nothing should be stored in a restroom

### Laundry

- ☐ Any linens that may have been left in the salon (clean or dirty) prior to the closure, should be washed per the rules of your state
  - If no rules exist about laundry, wash on hot with detergent and dry until “hot to the touch”
  - There should be no moisture or dampness in any linen
- ☐ Launder (porous) or disinfect (non-porous) all capes
- ☐ All linens should be stored in closed, covered cabinets until used

### Shampoo Bowls

- ☐ Clean all bowls, handles, hoses, spray nozzles and shampoo chairs
- ☐ Disinfect all bowls, handles, hoses, spray nozzles and shampoo chairs observing full contact time with a properly concentrated disinfectant or wipe

### Pedicure Bowls

- ☐ Remove all parts that can be removed from bowl
- ☐ Clean and disinfect removed parts by immersing for full contact time in properly diluted disinfectant
- ☐ Scrub bowl with soap/water or detergent
- ☐ Return removable parts to bowl
- ☐ Rinse bowl with clean water
- ☐ Disinfect the bowl – fill bowl with water and add proper amount of BARBICIDE® or Spacide to achieve the correct concentration
  - If your bowl has jets, turn on and let disinfectant solution circulate for 10 full minutes
  - If your bowl does not have jets, simply let it sit for the full ten minutes
- ☐ Empty water after 10 minutes is complete and allow to air dry
- ☐ Ensure all multi use materials that may have been contaminated by improper removal prior to closure are replaced – such as lotions, scrubs
- ☐ Ensure that all single use materials are new – such as files, pumice and buffers

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<https://barbicide.com/covid-19/>

# 1 Assess & Clean

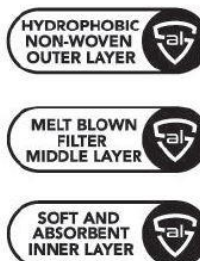


## 3 PLY DISPOSABLE FACE MASK GUIDE

Covering your face with a mask provides protection from others while preventing potential spread.

Whenever we forcefully exhale, we release droplets - Face coverings decrease how many droplets we release when we speak, cough, or sneeze.

Face coverings help to protect yourself and others!



### SPECIFICATIONS

### STYLE# - DMAU-1

### STYLE DETAILS



#### 3 PLY DISPOSABLE MASK FOR CIVIL USE

Ideal for situations where low amounts of fluid, spray, and/or aerosols are produced.

High Fluid Resistance	80mmHg
Bacterial Filtration Efficiency	BFE ≥ 90%
Particulate Filtration Efficiency	PFE ≥ 90% @ 0.1 micron
Breathability- Delta P	<4.0mm H <sub>2</sub> O/cm <sup>2</sup>
Flame Spread	Class 1

3 PLY ADULT UNISEX DISPOSABLE  
FACE MASK WITH EAR LOOPS  
FOR CIVIL USE  
STYLE# DMAU1

Mask Dimensions:  
17.5cm X 9.5cm  
6.8in X 3.7in.

Available in Assorted  
Packs in Boxes and Polybags

### DURATION OF USE

Cumulative use of no more than 8 hours  
and is not reusable.

Mask should be replaced when the following  
conditions occur:

- The surface of the mask is damaged, or if the mask cannot be adapted to the face properly.
- The mask is contaminated, such as droplets on the outside of the mask.
- There is an odor inside mask.
- When mask becomes damp/humid.

Discard masks after each use and dispose  
of them upon removal.

Help block large-particle droplets, splashes,  
sprays, or splatter that may contain:



WEARING YOUR MASK PROPERLY IS IMPORTANT FOR LEVEL OF EFFECTIVENESS.  
ALWAYS FOLLOW THE STEPS BELOW WHEN PUTTING ON YOUR MASK:



WHEN TAKING YOUR MASK OFF REMEMBER TO REMOVE FROM THE EARLOOPS.  
AVOID TOUCHING THE FRONT OF THE MASK.



# 1 Assess & Clean

## Face Mask Do's & Don'ts

Before and after handling the mask (to put it on, adjust or take it off), do practice proper hand hygiene. Either wash your hands or use hand sanitizer before and after you touch the mask — EVERY TIME — to reduce cross-contamination risk. The outside of the mask is considered dirty.

Do mark the outside of the mask in some way so you can easily identify which side is the outside of the mask, and handle it accordingly. (At SMH, staff mark the outside with their initials in permanent ink.)

Do keep a paper bag handy for storing the mask every time you take it off; a plastic Ziploc-style baggie is an alternative if a paper bag is not available. Always store a mask in a clean place. Never store it in a purse or pocket.

Do not touch the outside of your mask while it is on your face. Do not pull your mask below your chin while you're wearing it. Leaving the mask dangling or improperly fitted to your face creates opportunities for cross-contamination.

## Mask Use & Re-use How-to

1. Clean your hands using proper hand hygiene.
2. Loop elastic over your ears. Pull it down so that it's covering under your chin; secure it to your face by pinching over your nose. Be sure it's on nice and secure.
3. Before removing the mask, clean your hands.
4. Remove the mask using the ear loops.
5. Inspect it to be sure it can be reused. Has it been compromised? Is it wet? Visibly soiled? If it is, go ahead and throw it away, then perform hand hygiene. If the mask is OK to reuse, prepare it for storage. (Next step.)
6. Fold the mask in half (lengthwise or widthwise), so the outside surfaces are touching each other. Place it carefully into your clean storage area/bag. Seal the bag, if you're using a paper one; if using a plastic baggie, leave it open.
7. Perform hand hygiene.
8. To reapply the mask, first perform hand hygiene, then open the mask storage bag.
9. Grasp the mask by the elastic ear loops to remove it from the bag, then look to see where the outside of the mask is by locating your identifying mark.
10. Use the ear loops to put it on and tuck it under your chin. Secure it to your face at the bridge of your nose. Perform hand hygiene, and stay safe and healthy.



## 2 Communicate & Organize

### Plan

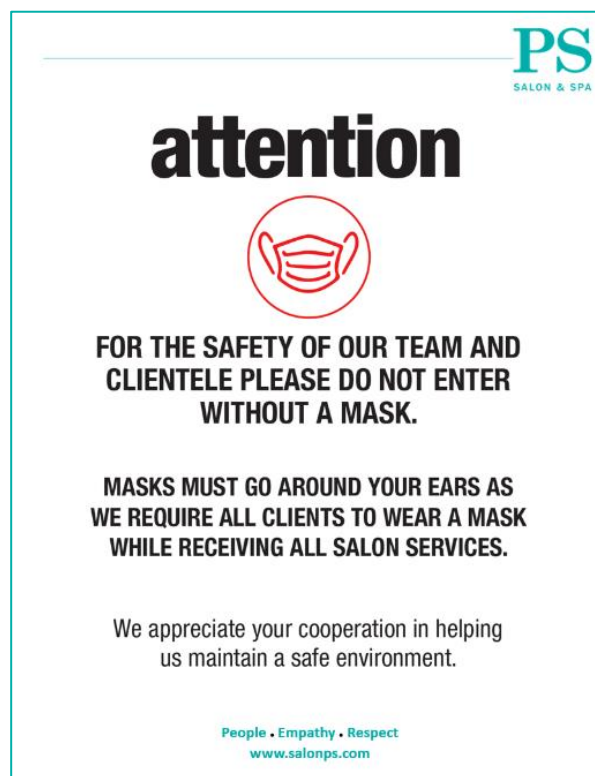
<b>Goal:</b>	Ensure all Community Partner leadership and team members, residents and families, and all PS Professionals are both aware of and fully aligned with respect to all expectations of the salon's operations, guidelines, and goals upon reopening.
<b>Timeline:</b>	2-3 days (or longer, as necessary)

### Action

<b>Communicate &amp; Organize</b>	<ul style="list-style-type: none"> <li>✓ Review the PS <b>ACCORD</b> plan with community leadership and team members; understand if there are other additional operational requirements or protocols specific to the state or community (or to certain levels of care, etc...) which might be required of PS and / or our PS Professionals.</li> <li>✓ Review the 'Days and Hours' operating schedule and establish with community leadership and team members the potential for adjustments from the pre-COVID schedule</li> <li>✓ Review any changes to processes around booking appointments for services</li> <li>✓ Develop a mutually acceptable timeline until the salon can reopen for the first day of service</li> <li>✓ Work with PS Support Team to develop all signage and other print and digital marketing and communication collateral accordingly</li> <li>✓ Develop a plan with community leadership and team members to secure their assistance in reaching out to residents and families, delivering both PRINT and DIGITAL / EMAIL correspondence to as many contacts as possible</li> <li>✓ Re-introduce PS Celebration Accounts to residents and families: <a href="https://www.salonps.com/celebration.html">https://www.salonps.com/celebration.html</a></li> <li>✓ Finalize all preparation and training with PS Professionals around all recently published new PS procedures for training, proper use of PPE, etc...</li> </ul>
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## 2 Communicate & Organize

Signs should be hung / posted in a clearly visible location near each salon's entrance.



<http://bblowout.com/rapid-reboot/client-communications/?#signage>

## 2 Communicate & Organize



PS  
SALON & SPA

**MOTHER'S DAY IS AROUND THE CORNER**  
OPEN A CELEBRATION ACCOUNT. GIVE A GIFT. EARN REWARDS.

Make salon experiences more **rewarding** with a PS Celebration Account! Residents can sign up in the salon.  
Family and friends visit us online at [www.salonps.com/celebrate](http://www.salonps.com/celebrate)

### RESIDENTS EARN REWARDS:



**\$1** for every \$25 fill-up spent on services and products in the salon

Fill-Up	Reward	Fill-Up	Reward	Fill-Up	Reward
\$25	\$1	\$175	\$8	\$500	\$25
\$50	\$2	\$200	\$10	\$600	\$30
\$75	\$3	\$250	\$12	\$700	\$35
\$100	\$5	\$300	\$15	\$800	\$40
\$125	\$6	\$350	\$17	\$900	\$45
\$150	\$7	\$400	\$20	\$1,000	\$50

**FOR EVERY \$100 FILL-UP, PS ADDS A BONUS DOLLAR!**  
\* Rewards are earned when fill-up amounts are used



### CONNECT

**\$5** when each Family Member or Friend accepts an invite to **Connect** and **Gift** a resident's PS Celebration Account



### CELEBRATE

**\$5** for every resident's birthday (**just because!**)

customerservice@salonps.com • 888.444.9974

A proud partnership

PAUL MITCHELL

**PS CELEBRATION ACCOUNTS**

**REWARD YOURSELF THIS SPRING!**

Make salon experiences more **rewarding** with a PS Celebration Account!

Fill-Up	Reward	Fill-Up	Reward
\$25	\$1	\$300	\$15
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\$100	\$5	\$500	\$25
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### 3 Reopen & Deliver

## Plan

<b>Goal:</b>	Execute a Re-Opening of the salon that allows for the ongoing, safe and reliable delivery of services to residents, in accordance with all COVID-19 guidelines as established at the time of Re-Opening AND if / as said guidelines change over time.
<b>Timeline:</b>	Forever more!

## Action

### Reopen & Deliver

- ✓ Consider a 'Dry Run' period with PS Professionals
- ✓ Prepare for potentially longer service times, as clients' hair will be longer, thicker and in need of more maintenance and attention than is usually the case!
- ✓ Anticipate that every salon's situation will remain fluid and dynamic for the first few weeks; please support our teams so that they can easily adapt and remain focused on our clients' needs accordingly!
- ✓ Good luck!



### 3 Reopen & Deliver

## BARBICIDE®

### On-Going Safety

ALL states have health and public safety rules that MUST be followed at all times. The steps below are best practice and may go above and beyond what a state requires.

#### Disinfectants / PPE:

1. Disinfectant must be EPA-registered and labeled as bactericidal, virucidal and fungicidal
  - No product will be labeled for COVID-19 yet, but many will have human coronavirus efficacy either on their label or available on their websites
  - The EPA has approved any product that has tested as effective against human coronavirus, to make a claim for COVID-19 at this time
2. Disinfectant for immersion must be made fresh daily and replaced if it becomes contaminated sooner
3. Any Personal Protective Equipment (PPE) used is single use and must be changed after each client, for example gloves
  - Mask may be required and changing them would be dependent upon availability
4. Hands must be washed after removing gloves

#### Practical changes:

1. In the short term, consider staggering appointments so that waiting areas have minimal congestion
  - Staggering of appointments also gives adequate time to properly clean and disinfect in between customers
  - Even if you haven't used an appointment system before, now may be the time to implement one. If you continue to take walk-ins, be conscious of how many people are in your waiting area and be responsible about keep those numbers low
2. Consider how to make your POS terminals safer
  - If you are using an iPad, asking the customer read you their card number means that you are the only one touching that screen
  - Encourage the use of applications like Apple Pay that do not require any interaction between your consumer and your surfaces. If you must use a touch pad, this should be disinfected frequently
3. In the short term, do not re-introduce things like magazines, self-serve coffee or candy jars
4. Disinfect reception counter, door handles, phones and writing implements at the beginning of the day and every 1-2 hours, based on traffic
5. Consider use of masks/gloves for all esthetics/waxing services
6. Consider a mask for licensee and client for nails services
7. Discontinue the practice of shaking hands
  - While this handshaking has long been considered a sign of welcoming and respect, there are safer ways to welcome someone in 2020
8. Decline services for any client that exhibits signs of illness

#### Hand Hygiene:

1. Wash hands with soap/water for 30 seconds before/after eating, smoking and using the restroom
2. Wash hands immediately before and after providing a client (hand sanitizer where allowed)
3. Provide hand sanitizer at reception desk and all stations for clients to use
4. Maintain intact skin by frequent use of lotion

4

<https://barbicide.com/covid-19/>



### 3 Reopen & Deliver

## BARBICIDE®

### On-Going Safety (continued)

#### Cleaning and Disinfection:

1. All implements (non-porous) being used on more than 1 client, must be cleaned and disinfected for the full contact time on the disinfectant label before being used
2. Stations, chairs, rolling carts and any other storage containers disinfected daily
3. All pedicure bowls fully cleaned and disinfected before EACH client
  - All removable parts removed and thoroughly cleaned and disinfected
  - Bowl scrubbed with brush and detergent/soap
  - Bowl rinsed
  - Removable parts replace
  - Properly concentrated disinfectant in bowl and allowed to sit or run (jets) for full contact time listed on the disinfectant label
  - Bowl drained and rinsed
4. All hand/foot nail drying tables cleaned and disinfected after each client or barrier method used

#### Laundry:

1. All towels/capes laundered (porous) or disinfected (non-porous) after a single use
2. All towels/linens dried until "hot to the touch"
3. All towels/linens stored in a closed, covered container

#### Cleaning and Disinfection of Implements and Surfaces:

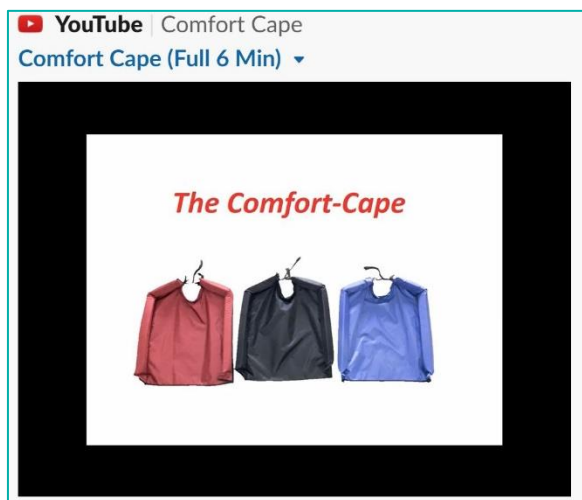
1. Clean item or surface: Cleaning is intended to prepare the item or surface so that disinfectant can make full contact with the material and be effective against all pathogens listed on the label
  - Cleaning may be done with soap/water, chemical cleaner or wipe
2. Rinse and dry implement or surface
3. Disinfect using a properly concentrated disinfectant made for immersion, a spray or wipe
  - All disinfectants must be EPA-registered as bactericidal, virucidal and fungicidal
4. Observe full contact time on manufacturers label
  - This means that implement or surface must stay visibly wet for full contact time listed
5. Immersed items should be removed at the end of contact time, rinsed and dried with a paper towel or clean, freshly laundered towel

#### Cleaning and Disinfection of Electrical Implements:

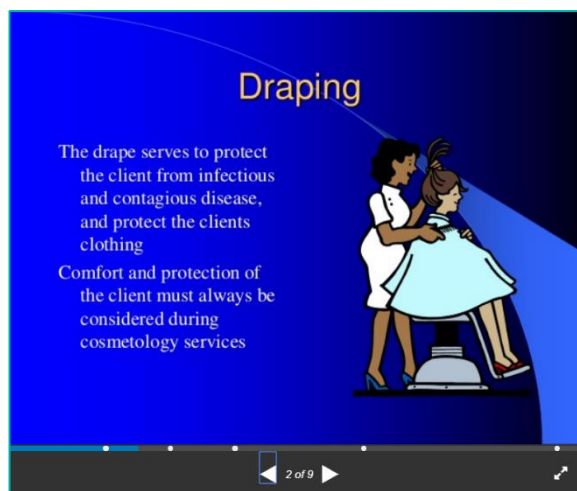
1. Clean implement with wipe or spray and remove any debris, such as hair
2. Use an EPA-registered bactericidal, virucidal and fungicidal spray, foam or wipe to disinfect implement for full contact time listed on the manufacturers label
3. When contact time is complete, dry with paper towel or clean, freshly laundered towel

<https://barbicide.com/covid-19/>

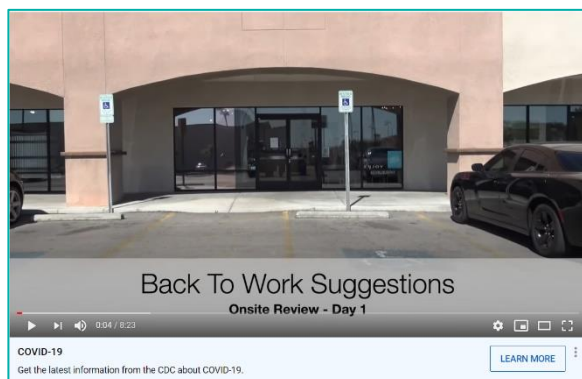
# Additional Industry Resources: Select Videos, Decks and State Rules



<https://www.youtube.com/watch?v=hk7wCvUdo&feature=youtu.be>



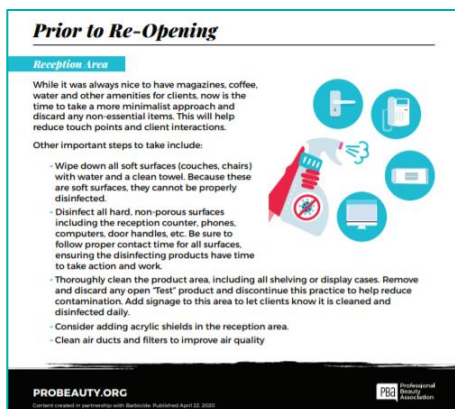
<https://www.slideshare.net/pchscosmo/draping-powerpoint>



<https://www.youtube.com/watch?v=TC17KkqmXdl>



<https://www.youtube.com/watch?v=3RnGQgO9uJY&feature=youtu.be>

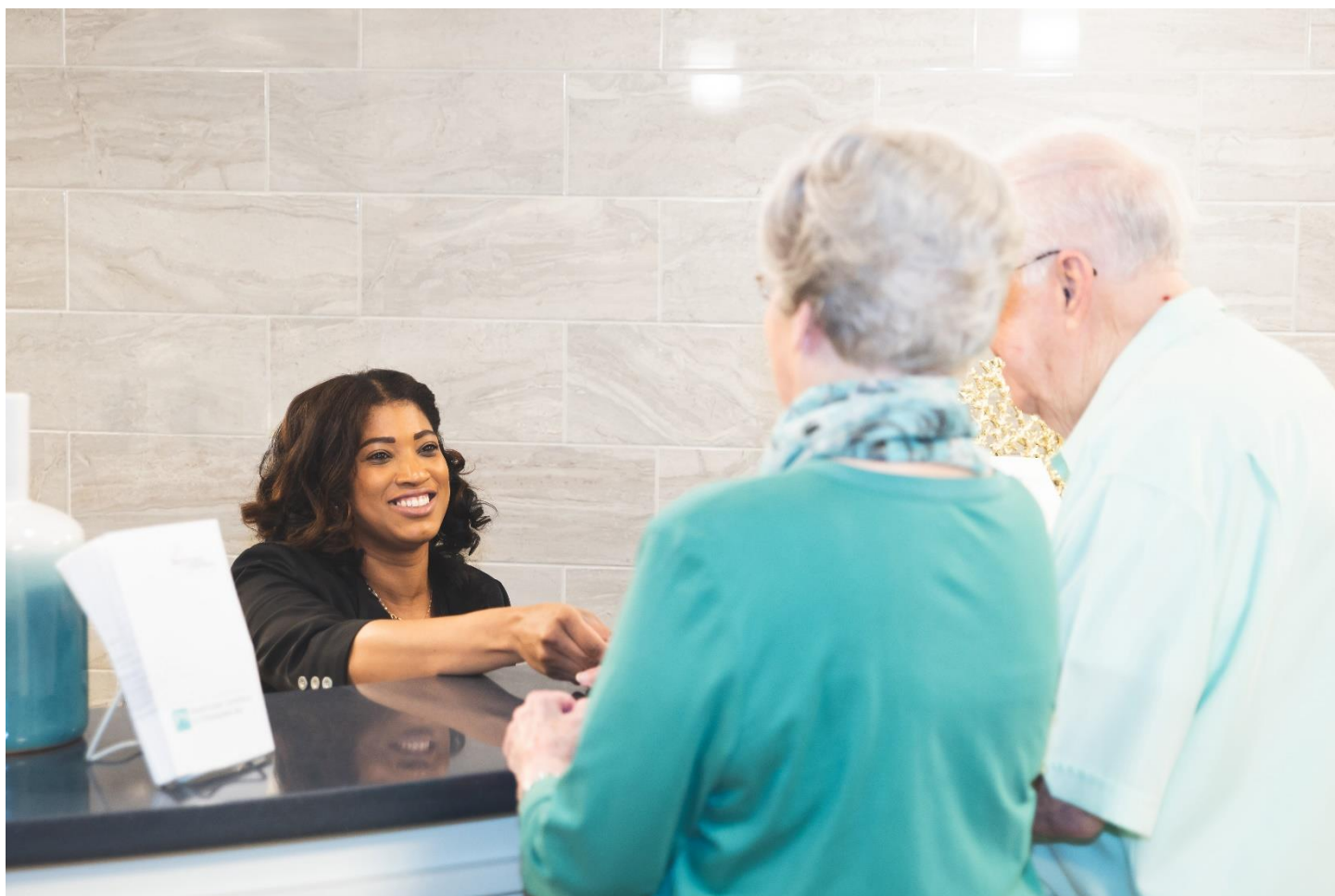


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Thank You!



Good Luck and Best of Health to All!

Contact:  
440.600.0020  
[info@salonps.com](mailto:info@salonps.com)