

MARCH 2020

ACTION PLAN FOR COVID-19

ACTION PLAN FOR MANAGING COVID-19 IN OUR SALON



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ABOUT COVID-19

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). This new coronavirus originated in Hubei Province, China and the disease caused by the virus is named COVID-19.

On March 11, 2020 COVID-19 was labelled a worldwide pandemic.

HOW IT SPREADS

COVID-19 is most likely to spread from person-to-person through:

- direct close contact with an infectious person in the 24 hours before their symptoms appeared.
- close contact with an infected person who coughs or sneezes
- touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from an infected person, and then touching your mouth or face

WHO IS AT RISK

In Australia, the people most at risk of getting the virus are those who have recently travelled overseas, particularly to high risk countries & been in close contact with someone who has a confirmed case of COVID-19

Based on what we know about coronaviruses, other people most at risk of serious infection are:

- people with compromised immune systems (such as people who have cancer)

elderly people

- Aboriginal and Torres Strait Islander peoples (as they have higher rates of chronic illness)
- people with chronic medical conditions
- people in group residential settings
- people in detention facilities
- very young children and babies

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SYMPTOMS

Symptoms are similar to other colds and flus and include:

- fever
- cough
- sore throat
- fatigue
- difficulty breathing.
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- **Other less common symptoms may include:**
- achiness
- nasal congestion
- sore throat
- runny nose

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill.

INCUBATION PERIOD

An incubation period is the time between when you contract a virus and when your symptoms start.

Currently, according to the Centers for Disease Control and Prevention (CDC) Trusted Source, the incubation period for the novel coronavirus is somewhere between 2 to 14 days after exposure.

According to a recent more than 97 percent of people who contract COVID-19 show symptoms within 11.5 days of exposure. The average incubation period seems to be around 5 days. However, this estimate may change as we learn more about the virus. For many people, COVID-19 symptoms start as mild symptoms and gradually get worse over a few days.

This means you may be infected or contagious and not realise.

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HOW IT AFFECTS US

“*As hairdressing is a customer facing role, we are affected not only physically but financially.*”

As COVID-19 continues to spread, this affects businesses and employees in many ways.

Its important to understand what this means for and the impact it may have on us.

POSSIBLE IMPLICATIONS

- Cancellation of bookings
- Cancellation of education
- Reduction of working hours
- Closing for a 14 day period if quarantine required
- Cancellation of industry events
- Closure of schools
- Delays in receiving stock
- Disruption to business hours
- Adjustment to in salon events
- Changes in rostering
- Changes to the way we book clients

EXTREME IMPLICATIONS

- Closing for an extended period of time
- Loss of income
- Forced temporary reduction of hours
- Downturn in business

We can not predict how this will pan out, we just need to put strict measures in place to reduce the risks.



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REDUCING TRANSMISSION RISK

PERSONAL HYGIENE

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. You should:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others (stay more than 1.5 metres from people where possible)

WORKPLACE HYGIENE

- Washing hands between every single client or surface touched
- Sterilisation of all tools that are used on a guest before they touch another guest
- Providing a fresh gown to every single guest
- Use of disposable towels in the restroom
- Washing hands after handling money
- Wiping down the eftpos machine and keyboard, phones, ipads with alcohol wipes/solution
- Disinfect high touch areas - benches, towels, products ETC on a regular basis
- Wiping of all door knobs and entry points
- Washing hands before eating
- reducing un-needed physical contacts between staff and clients eg: no hugging, kissing etc.

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CHEMICAL USAGE:

MIX 50ML OF BARBERCIDE TO ONE LITRE OF WATER. SUBMERGE TOOLS IN SOLUTION FOR 10 MINUTES TO BE EFFECTIVE.

EFFECTIVE AGAINST ALL KNOWN VIRUSES INCLUDING COVID-19

WHEN SPRAYED ON SURFACES, LEAVE FOR 10 MINUTES BEFORE WIPING

CAN BE USED ON ALL SURFACES AND TOOLS INCLUDING FLOORS.



VIRACLEAN IS A HOSPITAL GRADE DISINFECTANT TO BE USED UNDILUTED ON ALL SURFACES AND IN ALL SITUATIONS.

MIX 50ML OF VIRACLEAN INTO MOPPING SOLUTION OR IN A SPRAY BOTTLE IN CASE OF QUICK SANITATION OF A SURFACE.

VIRACLEAN IS EFFECTIVE AGAINST ALL VIRUSES, SALMONELLA, HIV VIRUS, STAPH, INFLUENZA & HEP C.

ISOPROPYL ALCOHOL USED AS A SOLVENT, SANITISER AND WINDOW CLEANER. IT QUICKLY REMOVES "STICKY TAPE" RESIDUES, COSMETIC STAINS, FINGERPRINTS AND SMEARS AND SOME INK FROM HARD SURFACES. IT IS MORE COMMONLY THE ACTIVE INGREDIENT IN HAND SANITIZER.

MIX 70ML OF ISOPROPYL TO 30ML OF WATER IN A BOTTLE AS AN ANTIBACTERIAL SANITIZER FOR SURFACES. THIS EVAPORATES IN MINUTES LEAVING NO RESIDUE.

THIS CAN BE USED FOR ELECTRICAL SURFACES ON A DISPOSABLE CLOTH IN PLACE OF AN ALCOHOL WIPE



THE BLUE STUFF.

A NON-SPECIFIC BROAD-SPECTRUM HOSPITAL GRADE DISINFECTANT. IDEAL FOR STERILISING SALON AND BEAUTY EQUIPMENT. YOU CAN USE THIS IN THE ANTI BACTERIAL JARS AND CHANGE THE SOLUTION WHEN VISIBLY SOILED. THIS IS YOUR GO TO CLEANING SOLUTION FOR AROUND THE SALON.

THIS DOES NOT GET DILUTED.

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MANAGING OUR CLIENTELE

ON WE HAVE RELEASED ON OUR SOCIAL POST WITH
IT DETAILS HOW PEOPLE WINTERACT WITH ONLINE & IN
PERSON TO HELP REDUCE THE RISK OF COVID-19 ENTERING THE WORKPLACE.

UPDATED SALON & CANCELLATION POLICY FOR COVID-19 MANAGEMENT

The safety of everyone in our community is priority. We are doing our part to keep the people we love safe & minimizing the risks by following the recommendations of the Australian Government & The World Health Organisation.

Please note that if:

- You have been in contact with anyone who is suspected unwell
- You have been asked to self quarantine from work
- You have been advised to quarantine by a medical professional
- You have recently arrived into Australia from overseas (legal 14 day self quarantine effective 16/3)

OR

You have any of the these symptoms:

- fever
- cough
- sore throat
- fatigue
- difficulty breathing

WE REQUIRE THAT YOU INFORM US, AS WE WILL NEED TO
RESCHEDULE YOUR APPOINTMENT **AFTER 14 DAYS.**

This policy applies to our team, too.

You can never be too careful when it comes to your health.

ADDITIONALLY, THIS POLICY HAS BEEN SENT TO ALL CLIENTS WITH AN UPCOMING BOOKING &
ATTACHED TO THE ONLINE BOOKINGS.

MUST ENFORCE THIS POLICY

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MANAGING OUR TEAM

**OUR PRIORITY IS THE HEALTH OF THE GENERAL COMMUNITY
WE ARE A PART OF THE GENERAL COMMUNITY.
WE ARE THE GLUE THAT KEEPS
AND WE MATTER. OUR FAMILIES MATTER.**

TOGETHER

Where possible we will do everything we can to meet any individual needs directly as a result of COVID-19.

The same policies apply to everyone at including the team.

We advise that you follow the recommendation of the Australian government & world health organisation and avoid large crowds, unnecessary travel & maintain social distancing. This will help us reduce the rapid spread of the virus.

- If you have returned from overseas travel from ANY country there is a LEGAL obligation to self quarantine (as 16/3/2020)
- If you have come into contact with a person suspected of infection it is a requirement that you self quarantine & seek medical advice/get tested and return a negative result before leaving quarantine or returning to work.

As an Employee you are entitled to 10 days of "personal/carers leave" (sick leave) per year. You are not entitled to 10 days upon commencing employment however this is accrued on an ongoing basis through the year & will roll over to the next year.

If you need to take leave due to COVID-2019 you are entitled to use your sick leave.

If you run out of sick leave, you may use your personal leave.

If you are out of leave sick & personal leave, you are required to take leave without pay.

If anyone in the salon was potentially infected, we would all need to self quarantine effective immediately.

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IMPLEMENTATION OF NEW PROCEDURES

AS A BUSINESS, IN THE LAST 24 HOURS WE HAVE INVESTED ON INITIAL MEASURES TO HELP KEEP OUR ENVIROMENT SAFE.

THESE INCLUDE:

-people showing signs of illness not present in rooms with our stylists at location visits

WE HAVE A COMMON GOAL TO REDUCE AS MUCH WASTE AS POSSIBLE.

DISPOSABLE ITEMS ARE NEVER OUR GO-TO SOLUTION.

UNFORTUNATELY, WE ARE AT THE BEGINNING OF WHAT MAY BE A VERY SERIOUS PANDEMIC & THE SAFETY OF OUR TEAM & CLIENTS IS FIRST PRIORITY.

BY ELIMINATING RESIDUAL TRANSFER, WE ARE ELIMINATING ONE MORE RISK.

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IMPLEMENTATION OF TEMPORARY LIMITS TO ALLOWANCES

WE WILL CONTINUE TO INVEST IN EDUCATION, GLOBAL OPPORTUNITIES, UPSKILLING & THE ONGOING WELLBEING OF OUR TEAM.

Please consider how fragile our environment is in the wake of COVID-19 and understand that a lot has been considered around these temporary measures.

- All meetings will be conducted in person in the salon or via video call.
- Any current or overseas incentives will be paused until further notice. Your efforts will not go unnoticed & rewards will still be valid - We just need to know the facts.
- We will not be purchasing any un-needed salon equipment for the sake of upgrading.
- We will be monitoring wastage of stock & colour more closely as we need it now more than ever.
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WE'RE FAMILY

A PERSONAL NOTE FROM

Things have gone from "Its just the flu" to "Countries in complete lockdown" in a couple of days.

Maybe we are being overly careful with addressing the issue at hand but its a risk we are willing to take.

None of us truly can predict what the outcome of COVID-19 looks like from now, there isn't any clear solutions yet - So we just have to make plans.

If you need anything at any hour of the day, please contact me.

If you have any questions, if you need help, if you have a change of circumstance and need any advice/help OR if you just need someone to listen to please reach out.

You're the priority in this, always.

Thank you for taking all of the information in this document into account. We will continue to update it and reissue it to you with additional content as soon as things change.

Thank you for your utmost understanding and co-operation,

