

# General Business Reopening Guidelines

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## PHASE ONE: ALL SETTINGS

- Health assessments must be conducted for all employees at the beginning of each shift. If they are experiencing symptoms of fever, shortness of breath, or a cough - they are not allowed to work
  - Employees will allow designated trained personnel to take their temperature at the beginning of each shift before being allowed to work
- In establishments where customers wait in a line, customers not within the same group to remain 6 feet distanced.
- Waiting areas where adequate physical distancing cannot be maintained must be closed.
- Customers should be encouraged to call for a reservation or an appointment, or establishments should use an online wait listing application.
- Physical distancing of 6 feet must be maintained between customers not in the same group. This may require:
  - A reduction in capacity;
  - A reduction of seating in service and waiting areas;
  - Management of waiting areas and waiting lines; or
  - Systems that reduce the amount of contact time between customers and staff.
- Determine your business occupancy for customers and staff to be at a safe distance and post it at the entrance.
- Be aware of others' personal space - Avoid hugs, kisses and handshakes
- Deliveries and vendors not allowed to enter unless escorted by employee, must wear mask and adhere to safety policies

# Personal Care / Services Guidelines

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## PHASE ONE: PERSONAL CARE (SALONS, MASSAGE, BODY ART, ETC.)

- Operations that require close personal contact for an extended period result in exposing staff and customers to greater levels of risk. These situations require additional safety and health precautions.
- Screen customers prior to appointment for symptoms of fever, shortness of breath or a cough. Customers that have any of these symptoms must be rescheduled.
- Utilize a face mask for staff and customers when practical.
- Stylist / artist / service-provider and customer provide a “station” that would be 6 feet away from other “stations”.
- Provide for 6 feet of physical distancing between stations, this may require:
  - A reduction in capacity;
  - Increasing spacing, removing stations, or marking stations as closed;
  - Providing for a physical barrier between stations where 6 feet of distancing is not possible;
  - A reduction of seating in service and waiting areas; or
  - Systems that reduce the amount of contact time between customers and staff.

# Personal Care / Services Guidelines Continued

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## PHASE TWO: PERSONAL CARE (SALONS, MASSAGE, BODY ART)

- Establishments should continue provide for physical distancing between stations.

## PHASE THREE: PERSONAL CARE (SALONS, MASSAGE, BODY ART)

- Continue to practice physical distancing when practical.
- Establishments may resume normal occupancy while continuing to follow the guidelines for all facilities.

**For your convenience  
the following pages are signs to post at  
customer and delivery entries**

# **Customer Guidelines for a Safe Personal Care Experience**

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- Reservations are required. No walk-ins permitted
- Masks are required to protect yourself and our staff
- If you are experiencing symptoms of fever, shortness of breath or a cough do not enter. We will be happy to help you when you no longer have these symptoms
- Be aware of others' personal space - Avoid hugs, kisses and handshakes
- Wait until doorway or aisle is clear before entering and exiting.
- Sneeze or cough to the inside of your elbow and turn away from others
- Thoroughly wash your hands after using the restroom
- Use hand sanitizer when available

**We appreciate your cooperation in respecting the guidelines**

# Delivery / Vendor Guidelines

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- Masks are required to enter for you and our staff's protection
  - If you don't have a mask we'd be happy to assist you outside but 6 feet distance is required
- If you are experiencing symptoms of fever, shortness of breath or a cough do not enter.
- Be aware of others' personal space - Avoid hugs, kisses and handshakes
- Wait until doorway or aisle is clear before entering and exiting.
- Keep distance from our staff
- No contact transactions whenever possible
- Sneeze or cough to the inside of your elbow and turn away from others
- Thoroughly wash your hands after using the restroom
- Use hand sanitizer if available

**We appreciate your cooperation in respecting the guidelines**