

# COVID-19 Preparedness Plan for CITY NAILS

**City Nails** is committed to providing a safe and healthy workplace for all our workers **and clients**. To ensure we have a safe and healthy workplace, **City Nails** has 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 and management. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

The COVID-19 Preparedness Plan is administered by **the owner and manager**, who maintains the overall authority and responsibility for the plan. However, management and workers are equally responsible for supporting, implementing, complying with and providing recommendations to further improve all aspects of this COVID-19 Preparedness Plan. **City Nails** 's management have our full support in enforcing the provisions of this plan.

Our workers are our most important assets. City Nails is serious about safety and health and protecting its workers. Worker involvement is essential in developing and implementing a successful COVID-19 Preparedness Plan. We have involved our workers in this process by:

- reviewing our previous protocols together
- keep updating constantly requirements and guidelines from the local and state about Covid-19 news from the state and local government.
- discussing new protocols and how to deliver a safe and comfortable experience.

**City Nails**'s COVID-19 Preparedness Plan follows the industry guidance developed by the state of California, and Mendocino County. It addresses:

- ensuring sick workers stay home and prompt identification and isolation of sick persons;
- social distancing – workers must be at least six-feet apart;

- workplace building and ventilation protocol;
- workplace cleaning and disinfection protocol;
- drop-off, pick-up and delivery practices and protocol; and
- communications and training practices and protocol.
- summarized protections and protocols for clients

**City Nails** has reviewed and incorporated the industry guidance applicable to our business provided by the state of California for the development of this plan, including the following industry guidance **Personal Services - Nail Salon**. Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

- additional protections and protocols for customers, clients, guests and visitors;
- additional protections and protocols for personal protective equipment (PPE);
- additional protections and protocol for access and assignment;
- additional protections and protocol for sanitation and hygiene;
- additional protections and protocols for work clothes and handwashing;
- additional protections and protocol for distancing and barriers;
- additional protections and protocols for managing occupancy;
- additional protocols to limit face-to-face interaction;
- additional protections for receiving or exchanging payment; and
- additional protections and protocols for certain types of businesses within an industry.

## **Ensure sick workers/clients stay home and prompt identification and isolation of sick persons**

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.

Workers and clients who are sick or exhibiting symptoms of COVID-19 to stay home.

Workers must stay home until they are fully recovered.

Contact customers before visits to confirm appointments and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the customer answers in the affirmative reschedule the appointment. The communication can also be done via phone, app, email, or text to remind customers that they should only come to the facility for their appointment if they do not pose a health risk to other customers or workers. There will be APPOINTMENT ONLY, no walk-ins.

Customers will be temperature and/or symptom screened upon arrival. City Nails will cancel or reschedule customers who indicate they have any signs of illness.

**City Nails** has also implemented a policy for informing workers and clients if they have been exposed to a person with COVID-19 at their workplace and requiring them to quarantine for the required amount of time. Entry log will be kept to monitor traffic inside the facility in case of exposure, all workers and clients will be contacted immediately.

In addition, City Nails will protect the privacy of workers' and clients' health status and health information according to HIPAA.

## **Social distancing – Workers must be at least 6-feet apart**

Social distancing of at least six feet will be implemented and maintained between workers and clients in the workplace through the following engineering and administrative controls:

- Appointments will be staggered to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each customer visit.
- No additional friends or family will be permitted in the facility, except for a parent or guardian accompanying a minor. No waiting, resting areas.
- There will be a transparent divider between worker and client.

## **Workplace cleaning and disinfection protocol**

Regular practices of cleaning and disinfecting have been implemented, including a schedule for routine cleaning and disinfecting of work surfaces, equipment, tools and machinery, vehicles

and areas in the work environment, including restrooms, break rooms, lunch rooms, meeting rooms, checkout stations, fitting rooms, and drop-off and pick-up locations. Frequent cleaning and disinfecting is being conducted of high-touch areas, including phones, keyboards, touch screens, controls, door handles, elevator panels, railings, copy machines, credit card readers, delivery equipment, etc.

Appropriate and effective cleaning and disinfecting supplies (EPA)-approved products 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.

Basic infection prevention measures are being implemented at our workplaces at all times. Workers are instructed to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their shift, prior to any mealtimes and after using the restroom. All **clients** to the workplace are required to wash or sanitize their hands prior to or immediately upon entering the facility and after leaving.

Hand-sanitizer dispensers (that use sanitizers of greater than 60% alcohol) are at entrances and locations in the workplace so they can be used for hand hygiene in place of soap and water, as long as hands are not visibly soiled. The Environment Protection Agency (EPA)-approved products and State Board of Cosmetology requirement will be used to clean and disinfect anything the client came in contact with, including treatment tables, face cradles, stools, bolsters, door knobs, side tables, chairs, etc.

Workers are required for cleaning and disinfection at the beginning and end of each shift and in between customers. Perform thorough cleaning in high traffic areas, such as reception areas, and areas of ingress and egress including stairways, stairwells, and handrails.

Workers are required to disinfect commonly used surfaces including credit card terminals, counters, reception area seating, door handles, light switches, phones, toilets, and handwashing facilities. Contactless payment, electronic payment, or exact cash changes are encouraged.

Hygiene products as soaps, hand-sanitizers are available for workers and customers upon entry.

Eating/food will not be allowed inside the facility.

Disposable gloves should be worn throughout the entire service and while performing cleaning and disinfection of all implements and surfaces after each client. Once cleaning is finished, remove and dispose of gloves and apply proper hand sanitizer or wash hands with soap and water.

Pedicure bowls must be disinfected with an EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide. Refer to manufacturer's instructions on mixture. For whirlpool foot spas, air-jet basins or pipeless foot spas, disinfectant must be circulated for at

least 10 minutes. For non-whirlpool foot basins and tubs, soak disinfectant in the basin or tub for at least 10 minutes. Foot-spas, basins and pedicure bowls must be properly cleaned and disinfected after every client even if a disposable plastic liner is used.

All single use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, must be used once and immediately thrown away in a lined, lidded trash can.

All laundry, used towels will be washed with hot water and disinfected with approved disinfectant products.

Reusable tools will be sterilised according to California Board of Barbering and Cosmetology guidelines.

All clients will be advised NOT to touch polish displays and nail polishes. All polishes will be labeled to be taken out by workers only.

The above cleaning and disinfecting protocols cosmetology, barbering, and electrology businesses will follow the existing California Board of Barbering and Cosmetology rules.

Workers must wear face coverings at all times, or a respirator where required. Respirators are required where ventilation is insufficient to reduce exposure below permissible exposure limits established in title 8 section 5155. In cases of chemical exposure, only elastomeric respirators with the correct chemical cartridge combined with a particulate filter are appropriate for use.

Customers must wear approved face coverings/ masks [with loops tied behind ears] during the entirety of the service.

Workers and clients are being instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing, and to avoid touching their face, particularly their mouth, nose and eyes, with their hands. Workers and clients are expected to dispose of tissues in provided trash receptacles and wash or sanitize their hands immediately afterward. Respiratory etiquette will be demonstrated on posters and supported by making tissues and trash receptacles available to all workers and other persons entering the workplace. There will be displays to instruct clients to follow instructions. Workers will be trained to deliver such messages to all clients.

## **Workplace building and ventilation protocol**

Operation of the building in which the workplace is located, includes necessary sanitation, assessment and maintenance of building systems, including water, plumbing, electrical, and

heating, ventilation and air conditioning (HVAC) systems. The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited, and ventilation systems are being properly used and maintained. Steps are also being taken to minimize air flow blowing across people. Fans will be redirected to not blowing from one to another person. Each station will be equipped with a small fan to locally accommodate clients in case of heat hazard.

## **Drop-off, pick-up and delivery practices and protocol**

Gift Certificate purchasers should call before coming into the shop.

## **Communications and training practices and protocol**

This COVID-19 Preparedness Plan was communicated to all workers on June 19th, 2019, and necessary training was provided. Additional communication and training will be ongoing by group texts or emails. Training will be provided to all workers who did not receive the initial training and prior to initial assignment or reassignment.

Instructions/ Front-End Displays will be communicated to all workers **and clients** about protections and protocols, including: 1) social distancing protocols and practices; 2) drop-off, pick-up, delivery and general in-store shopping; 3) practices for hygiene and respiratory etiquette; 4) recommendations or requirements regarding the use of masks, face-coverings and/or face-shields by workers **and clients**. All workers **and clients** will also be advised not to enter the workplace if they are experiencing symptoms or have contracted COVID-19.

Managers and supervisors are expected to monitor how effective the program has been implemented.

All management and workers are to take an active role and collaborate in carrying out the various aspects of this plan, and update the protections, protocols, work-practices and training as necessary. This COVID-19 Preparedness Plan has been certified by **City Nails** management and the plan was posted throughout the workplace and made readily available to employees immediately. It will be updated as necessary by **Hung Pham**.

## Summarized protections and protocols for clients

- Confirm your appointment before coming in the facility
- Do not enter the salon if you are not feeling well. Only the person who has the appointment should come into the facility, no companies, guests or walk-ins.
- Wash hands thoroughly upon entry and before services.
- Clients' temperature will be checked upon arrival.
- State law requires signing of a waiver prior to services rendered.
- Masks must be worn and secured behind ears.
- Wait in your car and call the salon upon arriving. We will notify you when it is appropriate to come in.
- Respect 6ft distancing when in salon
- Only 1 service at a time per customer.