**Pillars Salon- Covid 19 Protocol**

* All stations have been moved to be great than 6 feet apart.
* All clients MUST sanitize their hands upon arrive to the salon. Staff will also wash and sanitizer their hands upon arrival.
* All staff and clients MUST wear facemasks. We recommend that clients bring their own facemasks, but if they do not have one, then we will provide one to them at an additional cost. Staff will wear gloves until the client's hair is fully washed. If the staff member needs to remove their gloves in order to cut the clients hair, then they must sanitize their hands once the gloves come off.
* There will be no booking clients in between clients during processing times. 1 client to 1 stylist only.
* No visitors or guests during a client's service. The client must come alone. If there is a parent or guardian, they may be asked to wait outside if the salon has already reached capacity.
* There will be no waiting room. Clients must show up on time for their appointment, wait outside or in their car. If the client arrives early or if the stylist is running behind, then they must wait outside or in their car. We will do our best to inform a client if the staff member is running behind.
* There will be extra time blocked off in-between each client to insure full disinfection of the station. Including but not limited to tools, chairs, counters, etc.
* We have prepared kits for each client including a brush, cape and towel. This will be prepared in a sealed package. This will ensure that all items have been fully disinfected. All combs and clips will be placed in the barbicide jars for longer than the required 10 minutes to ensure full disinfection.
* NO WALK INS. All appointments must be booked in advance. All clients will be asked a series of questions (to ensure they have not traveled, do not have any symptoms and have not been in contact with a person who has tested positive for Covid), as well as agree to our new protocols and expectations. Product sales must also be arranged ahead of time and we will have the product set aside for them, unless they are already there for their scheduled appointment, then their stylist can grab the product for them.
* Retail shelves are off limits to all clients. They must ask for assistance from their stylist or the receptionist.
* No business cards or brochures will be handed out. We have posted a brochure in the window so that clients can read our prices from the outside of the salon. We also have a full list of services and prices on our website. For any other questions, clients must call the salon at 604-299-4241.
* Staff will be wiping down all surfaces including front desk and doorknobs frequently. We will strongly be focusing on all high touch areas.
* Our staff will be changing their aprons between each client.
* All of our staff have been re-certified in their disinfection courses.
* Our front desk as well as both nail stations have a plexiglass barrier.
* There will be no face to face communication, unless through a plexiglass barrier. Consultations for hair appointments will be done utilizing the mirror for eye contact. No talking between client and stylist while at the shampoo bowl.
* No beverages will be offered at the salon. Clients should plan accordingly.
* There will be ample signage posted on the front door and in the entrance way.
* There will be no coat rack and clients will be expected to keep all belongings on them. They should also limit the number of bags and item they bring into the salon
* Employees who touch cash must properly sanitize hands after doing so.
* There will be NO product returns at this time.
* No lollipops will be handed out at this time for kid's cuts.
* There will be no access to magazines, new papers or any other type of communal reading material.
* There will be no blow-drying at this time. We will reassess this in the near future if the Covid numbers continue to drop.

Thank you for your patience, understanding and continued support. This list of protocols will help keep both our staff as well as clients safe.