

# Health and safety Policy

## Covid 19 levels in salon policies

Ministry of health alert levels

Off the Fringe response

Level	Risk Assessment	Range of Measures	Tasks that can be carried out at OTF
<p><b>Level 4 – Eliminate</b> Likely that the disease is not contained</p>	<ul style="list-style-type: none"> <li>• Sustained and intensive transmission.</li> <li>• Widespread outbreaks</li> </ul>	<ul style="list-style-type: none"> <li>• People instructed to stay home.</li> <li>• Education facilities closed.</li> <li>• Businesses closed except for essential services.</li> <li>• Rationing of supplies and requisition of facilities.</li> <li>• Travel severely limited.</li> <li>• Major reprioritisation of healthcare services.</li> </ul>	<p><b>BUSINESS CLOSED AT PHYSICAL ADDRESS.</b></p> <ul style="list-style-type: none"> <li>• Online sales of approved items can happen as approved by MBIE. Following safety precautions as recommended by MOH and courier company. Organic Colour Systems are facilitating these sales on behalf of Off the Fringe and delivering products directly to clients.</li> <li>• Online vouchers (presales for appointments)</li> <li>• Virtual staff meeting using Zoom or messenger.</li> <li>• Connect with clients through phone calls, social media. Virtual meeting spaces.</li> </ul>

<p><b>Level 3 – restrict</b> Heightened risk that disease is not contained.</p>	<ul style="list-style-type: none"> <li>• Community transmission occurring</li> <li>• Multiple clusters break out</li> </ul>	<ul style="list-style-type: none"> <li>• Travel in areas with clusters or community transmissions limited.</li> <li>• Affected educational facilities closed</li> <li>• Mass gatherings cancelled</li> <li>• Public venues closed (e.g. libraries, museums, cinemas, food courts, gyms, pools, amusement parks</li> <li>• Alternative ways of working required, and some non-essential services should close.</li> <li>• Non face-to-face primary care consultations</li> <li>• Non acute (elective) services and procedures in hospitals deferred and healthcare staff reprioritised.</li> </ul>	<p><b>BUSINESS CLOSED AT PHYSICAL ADDRESS.</b></p> <ul style="list-style-type: none"> <li>• Online sales of approved items can happen as approved by the MBIE. Following safety precautions as recommended by the MOH and courier company. Organic Colour Systems are facilitating these sales on behalf of Off the Fringe and delivering products directly to clients.</li> <li>• No industry related events with over 100 people</li> <li>• No industry related travel</li> <li>• Online vouchers (presales of appointments)</li> <li>• Virtual staff meetings</li> <li>• Connect with clients through social media, phone calls, virtual meeting spaces</li> </ul>
<p><b>Level 2</b> Disease contained but risks of community transmission growing</p>	<ul style="list-style-type: none"> <li>• High risk of importing COVID-19</li> </ul>	<ul style="list-style-type: none"> <li>• Entry border measures maximised</li> </ul>	<ul style="list-style-type: none"> <li>• Non-essential travel for OTF staff stops.</li> </ul>

	<ul style="list-style-type: none"> <li>• Uptick in imported cases</li> <li>• Uptick in household transmissions</li> <li>• Single or isolated cluster or outbreak</li> </ul>	<ul style="list-style-type: none"> <li>• Further restrictions on mass gatherings</li> <li>• Physical distancing on public transport (e.g. leave the seat next to you empty if you can)</li> <li>• Limit non-essential travel around New Zealand</li> <li>• Employers start alternative ways of working if possible (e.g. remote working, shift based working, physical distancing within the workplace, staggering meal breaks, flexible meal breaks.</li> <li>• Business continuity plans activated</li> <li>• High risk people advised to remain home. (e.g. those over 70 or those with other existing conditions</li> <li>• Businesses must operate safely. This means:</li> </ul>	<ul style="list-style-type: none"> <li>• Non-essential industry travel limited.</li> <li>• Physical distancing: <ul style="list-style-type: none"> <li>-minimise client contact: direct contact.</li> <li>-Work from behind the client as much as possible.</li> <li>-Staggering start, lunch and finish times.</li> <li>-Use every second seat. <ul style="list-style-type: none"> <li>• Surface cleaning: Indirect contact</li> </ul> </li> <li>-Remove magazines.</li> <li>-Stop serving refreshments/or have clients to bring their own.</li> <li>-extra cleaning and precautions in the salon procedures to be adhered to</li> <li>-extra hand washing procedures in place <ul style="list-style-type: none"> <li>• Staff care: <ul style="list-style-type: none"> <li>-Immunosuppressed staff should not work.</li> <li>-PPE if required</li> <li>-extra hand washing procedures in place for staff <ul style="list-style-type: none"> <li>• Public instruction: <ul style="list-style-type: none"> <li>-Over 70 or immunosuppressed clients to not come in.</li> <li>-Anyone showing any symptoms to not come in.</li> <li>-All clients to follow instructions for hand washing procedures given by staff.</li> <li>-All clients to have name and contact</li> </ul> </li> </ul> </li> </ul> </li> </ul> </li> </ul> </li></ul>
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<p><b>LEVEL 1</b> Disease is contained</p>	<ul style="list-style-type: none"> <li>• Heightened risk of importing COVID-1, OR</li> <li>• Sporadic imported case, OR</li> <li>• Isolated household transmission associated with imported cases.</li> </ul>	<ul style="list-style-type: none"> <li>• Border entry measures to minimise risk of importing COVID-19 cases applied</li> <li>• Contact tracing</li> <li>• Stringent self-isolation and quarantines</li> <li>• Intensive testing for COVID-19</li> <li>• Physical distancing encouraged</li> <li>• Mass gatherings over 500 cancelled</li> <li>• Stay home if you're sick, report flu-like symptoms</li> <li>• Wash and dry hands, cough into elbow, don't touch your face</li> </ul>	<p>PHYSICAL DISTANCING</p> <ul style="list-style-type: none"> <li>• Staff care: <ul style="list-style-type: none"> <li>-Unwell staff to remain at home.</li> <li>-Extra hand washing</li> <li>-PPE if required</li> </ul> </li> <li>• Public instruction <ul style="list-style-type: none"> <li>-Unwell clients to not come in</li> <li>-All clients to have name and contact details to be taken for bookings. (all clients to be placed into the booking system.</li> </ul> </li> </ul>

## COVID-19 level 4 in salon procedures

1. Business is closed at physical address
2. Only online business to be conducted. Purchasing of products through the manager and products to be delivered by the supplier directly to the client. Off the Fringe staff will have no physical contact with clients.
3. Only the manager/owner will be able to access entry. This is only recommended in urgent situations.

## COVID-19 Level 3 in salon procedures.

1. Business is closed at physical address.
2. Only online business to be conducted. Purchasing of products through the manager and products to be delivered by the supplier directly to the client. Off the Fringe staff will have no physical contact with clients.
3. The salon will be visited by the manager only to check voicemail messages, collect mail and check the premises for any fault's/leaks or untoward activity and security of building. Anything not right must be reported to the property manager and owner.
4. No staff to be at the salon at any time except with permission from manager/owner.
5. No hairdressing on family or friends to be conducted in the salon.

## COVID-19 Level 2 in salon procedures

1. Salon is open at physical address.
2. Clients over 70 years of age are permitted to enter if they are well and have personal protection available. Disposable masks will be available.
3. Anyone showing symptoms or cold/flu like symptoms are not to come into the salon.
4. **PPE equipment for staff.**
  - 4.1 PPE is available for staff, gloves, masks, and clothing aprons.
  - 4.2 Masks will be provided for staff. These are high quality masks with changeable filters.
  - 4.3 Disposable gloves will be freely available. A new set of gloves should be used for each client.
  - 4.4 Aprons are available and are to be used with all clients.
5. **PPE for Clients:**
  - 5.1 Personal choice for clients, however we will be encouraging if clients want to wear either their own face masks or we will provide surgical face masks at a small cost to the client.
  - 5.2 We will be providing individual clean gowns/capes for each client. One protective gown to be used for each client. These are to be placed in the washing basket and are all washed after use.
  - 5.3 Clients are not required to wear gloves during their time in the salon.

6. Cleaning procedures in the salon:

**6.1 Front desk:**

- 6.1.1 all surfaces to be cleaned and disinfected 2 times a day with hospital grade disinfectant and disposable paper towels.
- 6.1.2 Eftpos machine to be cleaned and wiped after every clients' use with hospital grade disinfectant and paper towels. The pay wave facility will be encouraged to be used so less contact with the keypad.
- 6.1.3 Waiting area is included in front desk cleaning process. Couches and coffee table to be wiped down 2 times per day with hospital grade disinfectant and paper towels.
- 6.1.4 Retail display shelves to be emptied of all product. No clients to handle any products. Staff will acquire products from cupboard when needed.
- 6.1.5 Front door and door handle and stairwell bannister will be disinfected daily.

**6.2 Styling stations:**

- 6.2.1 all surfaces of styling station to be cleaned after each client using hospital grade disinfectant and disposable paper towels.
- 6.2.2 All mirror surfaces to be cleaned 2 times per day using suitable mirror cleaning products.
- 6.2.3 Chair seat, front and back to be disinfected after each client with hospital grade disinfectant and disposable paper towels.
- 6.2.4 All personal equipment and tools to be cleaned and disinfected after each usage on clients.
  - 6.2.4.1 Combs to be placed in disinfectant jar after use and a clean comb to be taken out for each new client.
  - 6.2.4.2 Scissors, clippers to be cleaned and disinfected after each use. Razors to be cleaned and disinfected and a new blade to be used for each client. Used blades to be disposed into the sharp object container for later disposal.
  - 6.2.4.3 Brushes are to be cleaned after each use, hair removed and discarded into the hair waste bin.
  - 6.2.4.4 After brush has been cleaned, they will be sprayed with disinfectant spray and left for a minimum of 10 minutes before use again.
  - 6.2.4.5 At the end of each day brushes are to be washed with warm soapy water ready for the next day's use.

For more information about in salon equipment cleaning procedures, please refer to Off the Fringe Health and Safety policy and procedure manual.

**6.3 Basins:**

- 6.3.1 Basins inside and outer edge to be cleaned after each clients' use with hospital grade disinfectant and disposable paper towels.
- 6.3.2 Basin chairs, seat, and back area to be wiped and cleaned with hospital grade disinfectant and disposable paper towels.
- 6.3.3 Shampoo bottles and pumps to be wiped clean at least 3 times per day or as needed between clients using hospital grade disinfectant and disposable paper towels.
- 6.3.4 The partition will be cleaned regularly throughout the day.

#### 6.4 Bathroom:

- 6.4.1 Bathroom to be cleaned once per day or as required using hospital grade disinfectant and disposable paper towels. Including the door handle and light switch.

#### 6.5 Kitchen:

- 6.5.1 All kitchen surfaces to be cleaned after use by stylist using appropriate hospital grade disinfectant and disposable paper towels.
- 6.5.2 All ceramic cups, plates, trays, or cutlery are to be placed in dishwasher for high heat cleaning.
- 6.5.3 Dishwasher to be run on the hottest cycle for all cleaning. With the correct dishwasher cleaning tablet.
- 6.5.4 Kitchen sink and surrounding areas to be cleaned regularly throughout the day and disinfected with hospital grade disinfectant and disposable paper towels.

### 7. Hand washing procedures:

#### 7.1 Clients:

- 7.1.1 Once clients enter the salon, they will be directed directly to the bathroom to wash hands with high quality soap and warm water.
- 7.1.2 Clients are expected to dry their hands thoroughly with disposable paper towels provided. Paper towels to be disposed of in the paper bin provided in the bathroom area.
- 7.1.3 They will be provided with a clean cape and clean towel for around their collars, to protect their clothes.
- 7.1.4 When clients are finished with their service and are ready to pay for their service they are again asked to wash hands before approaching the front desk.
- 7.1.5 Hand sanitiser is always freely available at the styling stations and the front desk; however, we highly recommend hand washing with soap and water as the most effective way to kill the viruses and bacteria.
- 7.1.6 Proper hand washing technique poster is available in the bathroom area.

#### 7.2 Staff: **these are the expectations of Off the Fringe for staff.**

- 7.2.1 On arrival to the salon for duties, staff are required to wash hands thoroughly with high grade soap and warm or hot water.
- 7.2.2 Then to dry hands thoroughly with paper towel provided.
- 7.2.3 Dispose of paper towel in the waste bin provided in the bathroom area.
- 7.2.4 Staff are to wash hands before engaging with a client.
- 7.2.5 Staff are to wash hands after working with a client and/or before moving to the next client.
- 7.2.6 Staff are to wash hands before proceeding with client to front desk for work at the front desk.
- 7.2.7 Staff are to wash hands after answering the telephone and working on the computer.
- 7.2.8 Staff are to wash hands after completing any work or touching anything at the front desk.
- 7.2.9 Staff are to wash hands before and after eating or drinking of refreshments.

- 7.2.10 Staff are expected to wash hands before and after doing any colour mixing work in the office or handling any products in the office.
- 7.2.11 Staff are expected to wash hands before and after handling any products on the products shelf.
- 7.2.12 Staff are expected to wash hands before leaving the salon premises and upon return to the salon.
- 7.2.13 Staff are expected to wash and dry hands as often as possible when the above guidelines cannot be followed.

**8. Number of people in salon:**

- 8.1 Stylists are to only have two clients in the salon at any given time.
- 8.2 Stylist to have one client at the styling station only.
- 8.3 Each stylist is to use opposite side to other stylist working at the same shift.
- 8.4 Only two stylists to be working in the salon at any given time.
- 8.5 One junior can be working when max of two stylists are working.
- 8.6 Max number of people in the salon at COVID-19 level 2 is ten (10).

**9. Beverages/food in salon:**

- 9.1 No food or biscuits will be served to clients during COVID-19 Level 2. We do not wish to put any further risk of contamination to clients or staff.
- 9.2 Staff are permitted to bring their own food and snacks; these are to be consumed in the office area only. Please follow all hand washing advisory guidelines.
- 9.3 Beverages will not be served to clients.
  - 10.4.1 Clients can bring their own beverages.
  - 10.4.2 Water will be available on request using disposable cups.

## COVID-19 LEVEL 1 in salon Procedures

- 1. Salon is open at premises.
- 2. All clients are welcome including over 70 years of age and clients with existing conditions, this however, at their own discretion and that of the manager. They must be well and safe to come into the salon.
- 3. Anyone showing symptoms any symptoms of cold and/or flu are to remain away from the salon. Clients are asked to reschedule their appointments if they are unwell or showing symptoms.
- 4. **PPE for staff.**
  - 4.1 Personal choice for staff, however PPE is available for staff.
  - 4.2 Surgical face masks will be available for staff use. One face mask per day is allowed. If staff leave premises and return, a new mask will be provided.
  - 4.3 Disposable gloves will be freely available. A new set of gloves can be used for each client.
  - 4.4 Aprons are available and are to be used with all clients.



5. **PPE for Clients:**
  - 5.1 Personal choice for clients if they bring their own face masks. Off the Fringe will no longer provide Face masks for clients.
  - 5.2 We will be providing individual clean gowns/capes for each client. One protective gown to be used for each client. These are to be placed in the washing basket and are all washed after use.
6. Cleaning procedures in salon to be followed:
  - 6.1 **Front desk:**
    - 6.1.1 all surfaces to be cleaned and disinfected 2 times a day with hospital grade disinfectant and disposable paper towels.
    - 6.1.2 Eftpos machine to be cleaned and wiped after every clients' use with hospital grade disinfectant and paper towels. The pay wave facility will be encouraged to be used so less contact with the keypad.
    - 6.1.3 Waiting area is included in front desk cleaning process. Couches and coffee table to be wiped down 2 times per day with hospital grade disinfectant and paper towels.
    - 6.1.4 Retail product stand can be restocked with products; however we ask clients not to touch anything
  - 6.2 **Styling stations:**
    - 6.2.1 all surfaces of styling station to be cleaned after each client using hospital grade disinfectant and disposable paper towels.
    - 6.2.2 All mirror surfaces to be cleaned daily using suitable mirror cleaning products.
    - 6.2.3 Chair seat, front and back to be disinfected after each client with hospital grade disinfectant and disposable paper towels.
  - 6.3 **Basins:**
    - 6.3.1 Basins inside and outer edge to be cleaned after each clients' use with hospital grade disinfectant and disposable paper towels.
    - 6.3.2 Basin chairs, seat, and back area to be wiped and cleaned with hospital grade disinfectant and disposable paper towels after use.
    - 6.3.3 Shampoo bottles and pumps to be wiped clean at least 2 times per day or as needed between clients using hospital grade disinfectant and disposable paper towels.
  - 6.4 **Bathroom:**
    - 6.4.1 Bathroom to be cleaned daily and as required using hospital grade disinfectant and disposable paper towels.
  - 6.5 **Kitchen:**
    - 6.5.1 All kitchen surfaces to be cleaned after use by stylist using appropriate hospital grade disinfectant and disposable paper towels.
    - 6.5.2 All ceramic cups, plates, trays, or cutlery are to be placed in dishwasher for high heat cleaning.
    - 6.5.3 Dishwasher to be run on the hottest cycle for all cleaning. With the correct dishwasher cleaning tablet.
    - 6.5.4 Kitchen sink and surrounding areas to be cleaned regularly throughout the day and disinfected with hospital grade disinfectant and disposable paper towels.
7. **Hand washing procedures:**
  - 7.1 **Clients:**
    - 7.1.1 Once clients enter the salon, they will be directed directly to the bathroom to wash hands with high quality soap and warm water.

- 7.1.2 Clients are expected to dry their hands thoroughly with disposable paper towels provided. Paper towels to be disposed of in the paper bin provided in the bathroom area.
  - 7.1.3 They will be provided with a clean cape and clean towel for around their collars, to protect their clothes.
  - 7.1.4 Clients are finished with their service and are ready to pay for their service they are again asked to wash hands before approaching the front desk.
  - 7.1.5 Hand sanitiser is always freely available at the styling stations and the front desk; however, we highly recommend hand washing with soap and water as the most effective way to kill the viruses and bacteria.
  - 7.1.6 Proper hand washing technique poster is available in the bathroom area.
- 7.2 Staff: these are the expectations of Off the Fringe for staff.**
- 7.2.1 On arrival to the salon for duties, staff are required to wash hands thoroughly with high grade soap and warm or hot water.
  - 7.2.2 Then to dry hands thoroughly with paper towel provided.
  - 7.2.3 Dispose of paper towel in the waste bin provided in the bathroom area.
  - 7.2.4 Staff are to wash hands before engaging with a client.
  - 7.2.5 Staff are to wash hands after working with a client and/or before moving to the next client.
  - 7.2.6 Staff are to wash hands before proceeding with client to front desk for work at the front desk.
  - 7.2.7 Staff are to wash hands after answering the telephone and working on the computer.
  - 7.2.8 Staff are to wash hands after completing any work or touching anything at the front desk.
  - 7.2.9 Staff are to wash hands before and after eating or drinking of refreshments.
  - 7.2.10 Staff are expected to wash hands before and after doing any colour mixing work in the office or handling any products in the office.
  - 7.2.11 Staff are expected to wash hands before and after handling any products on the products shelf.
  - 7.2.12 Staff are expected to wash hands before leaving the salon premises and upon return to the salon.
  - 7.2.13 Staff are expected to wash and dry hands as often as possible when the above guidelines cannot be followed.
- 8. Number of people in salon:**
- 8.1 Stylists are to only have two clients in the salon at any given time.
  - 8.2 Stylist can use both sides of styling station as we have 2.5 metres between chairs.
  - 8.3 All stylists can resume normal working hours with normal amount of clients
  - 8.4 Max number of people in the salon at Level 1 is 10
- 9. Basin area:**
- 9.1 Both basins can be in use at the same time.
  - 9.2 Partition may still be in place at LEVEL 1.
  - 9.3 All the basins should be cleaned following the guidelines in point 6.3.
- 10. Beverages/food in salon:**
- 10.1 Food or biscuits can be served to clients during COVID-19 Level 1. However, extreme hygiene and cleanliness guidelines are to be followed. We do not wish to put any further risk of contamination to clients or staff.

- 10.2 Staff are permitted to bring their own food and snacks; these are to be consumed in the office area only. Please follow all hand washing advisory guidelines.
- 10.3 Beverages will be served to clients under the following conditions:
  - 10.4.3 Clients to bring their own reusable coffee cup or use a disposable coffee cup.
  - 10.4.4 Clients can use the salon coffee cups at their own choice. These will all be hygienically washed in the dishwasher at hot temperatures of over 70 Degrees Celsius.
  - 10.4.5 Follow all cleaning procedures for cleaning beverage cups away as listed in point 6.5.