

### Health & Sanitation Practices

Review all current health & sanitation systems. Look for how you can improve. Keep in mind this document will be updated as standards & government directives dictate. Here are some steps you can take to prepare to re-open.

- Order gloves and masks to supply your team and clients. Be sure to NOT order the N 95 masks. If you find them available leave them so they can go to medical professionals.
- Order your smocks and aprons and face shields
- Go to [www.barbicide.com/certification](http://www.barbicide.com/certification) and take their course with your team.
- Order "touch free" credit card processing terminals to lessen contact and promote less cash exchange.
- Due to the potential limits on people in the salon at any given time clients may have to wait in their car until you are ready for their appointment. You will have to call or text them when you are ready.
- Ask clients to come alone for their appointment
- Open for longer hours to accommodate the amount of people allowed in the salon at any given time. You will also have to add more time in between clients for cleaning.
- You may be open 2 to 4 hours more per day and possibly 6 to 7 days a week in the beginning to accommodate client needs. Be sure to have all supplies, water, food and breaks for team members planned
- Shoot a video message explaining all current & new steps you are taking to support your team and clients to have a healthy experience
- Make it a policy that *everyone* washes their hands when entering the salon. We also recommend that guests bring their own mask from home for their salon visit. Use this type of language: "We prefer you wear your own mask; however, we will supply them as needed."
- Enforce all sanitation practices and discipline team members who are not following 100%
- Create a Health & Sanitation test that each team member must take and pass with a 100% score the week prior to re-opening the doors. (See *Sanitation Test template*)
- Research the additional fees that you may incur if it becomes mandated to wear gloves and masks daily or per service. You may need to add a \$2 to \$5 fee per service while it is mandatory to do. We recommend you do not communicate this as a price increase, position it as a Covid related expense. (See *Service Charge template*)

For more information and resources:

- Contact your brand consultant
- Go to MyTribe
- [www.lanza.com/covid-19](http://www.lanza.com/covid-19)
- Facebook: Lanza Healing Color & Hair Care page
- Instagram: @lanzahaircare