

Julie Enea

Subject: FW: LunchboxWax - Support to Reopen 7 Bay Area Salons

From: Nicole Lecher

Sent: Friday, June 12, 2020 11:42 AM

Cc: Scott Schubiger

Subject: LunchboxWax - Support to Reopen 7 Bay Area Salons

Good afternoon,

In anticipation of Governor Newsom's announcement later today announcing the reopening of ALL beauty establishments (hair/skin/nails/waxing) next Friday, I hope this email will support all Bay Area counties to follow the states' allowance to reopen all beauty industry businesses next week.

Mr. Jeff Hanscom, Vice President, State Government Relations – International Franchise Association (IFA) has referred me directly to you. I am compelled to reach out to you as a proud California business owner of seven Waxing Salons in the Bay area. With safety of our team and of our guests, as the first priority, I am proud of the pre- and post-CoVid initiatives that LunchboxWax has initiated. Our brand's commitment to cleanliness and have yielded powerful, data-based results (herein attached) that demonstrate how a careful re-opening plan can be safely implemented.

Since May 3rd, 28 LunchboxWax salons have successfully opening around the country and have provided over 26,057 waxing services without any health incident.

As a result, I am asking you to please allow waxing salons to be included in the beauty industry category allowed to reopen on June 17th in Contra Costa County, and be include in Alameda County and Santa Clara County to reopen.

In a far too common story, I as a small business owner have been forced to lay off our entire staff of 52 employees and have remained closed since March 16th. I applaud the efforts and time and resources the state and each country have committed to protect the health and wellness of our communities, and commend the progress the state has achieved. Every life lost to CoVid is one too many, but it is promising to know that only hospital beds are less occupied as had been predicted. This progress has allowed CA to move to the next phase, and I strongly feel our salons should be included in the identification of business to open next week.

In an effort to provide facts, please accept this email along with the attached *Pandemic Preparedness Outline* and *Lunchbox Wax Reopening Info* and LunchboxWax Sanitation as evidence that we not only meet, but far exceed the "California Department of Health, CDPH, CoVid-19 Industry Guidance: Hair Salons and Barbershops" - published on May 24, 2020 (attached). As a result, I respectfully submit this letter on behalf of my 52 waxologists who are begging to return to work to have some sense of purpose and normalcy in their lives again. They see people amongst them out and about, working, shopping, and now dining out, but are forced to not work. I find it almost impossible to explain to our team why a chiropractic, Cryotherapy and tanning businesses can open in our communities, but we cannot. We have private 400 square foot suites for each guest, a hospital-like cleanliness environment with 1:1 service (both masked and pre-checked for symptoms), but we still are not allowed to reopen! Can you imagine if in the restaurant industry the state approved establishments who serve hamburgers to open, but forced pizza restaurants to remain closed, just because the product was different? We are 100% as clean and regulated as Chiropractors and far cleaner and more regulated than Cryotherapy, and tanning and far less risky than dentists.

We as a small business owner, along with our team of employees and our guests, are ready to reopen before there is irreparable and permanent economic damage. Indeed, reopening after Covid should be predicated on consistent evaluation of business risks and procedures to protect guests and team. Beyond refute, the data I provide here (in the attached) fully supports this. Unfortunately, I truly believe all salons are being lumped as a group and being assumed to be less sanitary and posing a higher risk than medical offices, retail stores and restaurants, and now hair salon and barber shops. This is simply not true. Waxing salons in particular present far less interaction in number of people than restaurants and retail, full disinfection after every guest (to the same standards as medical offices as we use hospital grade cleaning and sanitation products) and have always followed the every high standards of the Board of Barbering and Cosmetology. Waxing salons are low client volume, extraordinarily clean, operate under state regulations for cleanliness, exceed all state requirements and have installed equipment and procedures to exceed most currently operating businesses. Most importantly, LunchboxWax is a **waxing only salon**. Please note that every employee working in our salon is licensed by the CA Board of Barbering & Cosmetology, has passed tests on health and hygiene, and undergo an additional 3 weeks of **Waxing Only** training focusing on sanitation and health.

In conclusion, we plead with you that we be allowed to open based on the scientific and professional standards we adhere to that exceed many, if not most other businesses and industries, that are currently operating, and meet social distancing requirements in the workplace.

If you are not the correct person, please could you forward my communication or let me know who I should reach directly. Our team appreciates the consideration to help us (and our uber-safe waxing industry) return to some sense of normalcy in the state. It will allow me the opportunity to stay in business to be able to provide for my team and their families, and not have to face the inevitable bankruptcy.

Thank you

Nicky

Nicky Lecher | SpringBOX, LLC

LunchboxWax
Franchise Owner
www.lunchboxwax.com

Reopening after Covid should be predicated on consistent evaluation of business risks and procedures to protect guests and workers. Unfortunately, peoples' personal biases and personal beliefs about business practices, have created a discriminatory and disparate impact on businesses and workers (primarily female and minority) who sanitation and guest protection standards far exceed those business that have are being allowed to open.

Salons are being lumped as a group and being assumed to be less sanitary and posing a higher risk than medical offices, retail stores and restaurants. This is not just untrue. Waxing salons in particular present far less interaction in number of people then restaurants and retail, full disinfection after every guest (to the same standards as medical offices) and have always followed the every high standards of the Board of Barbering and Cosmetology.

Waxing salons are low client volume, extraordinarily clean, operate under state regulations for cleanliness, exceed all state requirements and have installed equipment and procedures to exceed most currently operating business.

LunchboxWax is a waxing only salon. We have 7 locations in the Bay Area in Dublin, Alameda, Walnut Creek, Concord, Brentwood, Camden Park. We have been forced to closed since March 17th and have 50+ employees who are all unable to work and are struggling to pay their bills. We can and do meet the all of the disinfecting, cleanliness, and social distancing requirements and go above and beyond all of the cleaning and sanitation requirements, recommendations and guidelines that have been announced all businesses that have already opened.

Each salon is staffed between 2 and 5 Waxologists at any given time The average 1500 square foot salon is set up with a lobby/reception area and 4 or 5 or 6 suites in which all of the services are performed. Our ration of staff to guest is 1:1 ratio. Our salons have all been inspected by the CA Barber Cosmetology Board and always passed with 100% compliance. We have over 5500 5 star reviews, most of which mention reference our high standards of cleanliness, hygiene and level of care of LunchboxWax.

Guest make appointments by phone or online. Our guest appointment confirmation includes reminder calls, texts and emails to all guests the day prior and include any reminder on hygiene requirements and health.

Every employee working in our salon is licensed by the CA Board of Barbering & Cosmetology, has passed tests on health and hygiene and undergo a future 3 weeks of training by LunchboxWax and are being certified in additional health and hygiene certificate programs with regard to use of germicides and viricides including Barricade and . both of which kill the majority of common pathogens including Flu viruses, bacteria, TB, HIV, etc.

SANITATION STANDARDS PRIOR TO COVID-19:

Product Inventory and Product Storage:

- Each suite and salon are set up comply with state regulations
- All products to be used are stored in sealed and labeled containers.
- For each service only the specific items used for that service are exposed and any leftover items not used for the service are disposed of.

Guest Sanitation & Health

- Every guest is required to complete an Intake Form disclosing pertinent health information and history
- As guests arrive, we have touchless hand sanitizer dispensers available. We also encourage every guest to use the restroom so they have an opportunity to wash their hands prior to their service.
- Guests are able to maintain a safe social distancing distance from other guests and waxologist before their service.
- Every room has a sink, hand soap and sanitizers and guest may & employees must wash their hands prior and after their service – just like in a doctor's office.
- In each suite individually packed cleaning wipes and hand sanitizer are readily available for guests to use.

Waxologist Sanitation

- As per CA state law all services are performed wearing gloves. Gloves are not reusable. Gloves are removed per CDC/medial guidance on proper technique.
- Waxologists wash their hands with soap before and after each service.
- Masks are available to staff

The Waxing Service

- All waxing procedures are compliant with state regulations.
- Guest skin is cleansed multiple times during service
- Reusable tools are cleaned in Barbicide following the state law requirements.
- Gloves and Aprons are worn

Routine Cleaning Practices

- Barricade or equivalent disinfectant for all non-disposable tools and utensils as required by the Ca barber and Cosmetology Board is use.
- All surfaces in suites as wells as the lobby that may have come into contact with guests or employees are disinfected, after each guest, with products that kill viruses in between 30 seconds and 2 minutes.

- After each guest leaves the suite the suite is cleaned using professional grade cleaning products for wiping down all areas which the guest and the waxologists has been in contact with.
- After each guest check out the desk area is cleaned using professional grade products.

End of Shift extra cleaning

- Room checks – at the end of each shift the suite is signed off by a team member to enforce the cleaning standards.

ADDITIONAL SANITATION WE HAVE IMPLEMENTED TO ADDRESS COVID-19:

Additional Sanitation and Health Procedures that we are implementing so we can re-open safely:

- Each salon has installed ACTIVE PURE - Air Scrubber by Aerus. ActivePure has been tested in a variety of settings and has been proven effective in killing 99.9% to 99.9999% bacteria, viruses and other pathogens on surfaces and in the air, in university and laboratory tests. These tests have shown that ActivePure is effective against DNA and RNA viruses like these, Common Flu, Swine Flu (H1N1), Avian Bird Flu (H5N8), Hepatitis A (HAV), and MS2 bacteriophage.
- Masks are available to every Waxologist for every service to be worn during work shift.
- All Waxologist will complete the **BARBICIDE® COVID-19 Certification Course**. This program is designed to present the most current information that is pertinent to the Professional Beauty Professional. The guidelines for the Professional Beauty industry are covered.
- Reminder calls day prior to the appointment – make sure to reiterate if they are sick for any reason, we do not want them coming on and reschedule guest
- Front door handles are covered with copper covering. Copper kills viruses and germs naturally. Continue to wipe down door handles during shift
- Transition to paperless intake forms and check out and frequent cleaning of pens, clipboard and any items that might still be required during check-in and checkout.
- Pens, when necessary will be used with disposable pen protectors.
- Increased cleaning during shift of reception area and all surfaces areas including chairs, door handles.
- Remove magazines and other items that might be likely to be touched by more than one person.

We are a 5-star salon with over 5500 positive reviews, many of which speak to the high standards of cleanliness of the salon and high professional quality of our services. Based on the education, certification and training of our team about our sanitation requirements, the size of the salon, the 1:1 ration of staff to guests, the high standards of sanitation and cleaning, and

use of professional products, we are provide a low volume, high safety environment for the public for personal services.

We request that we be allowed to open based on the scientific and professional standards we adhere to that exceed many, if not most other business and industries that are currently operating.

Thank you,

Nicky

Nicky Lecher | SpringBOX, LLC

LunchboxWax

Franchise Owner

www.lunchboxwax.com

LunchboxWax Pandemic Preparedness Outline

Here is an outline of LunchboxWax resources, education, and documentation to ensure the preparedness of your salon, during both closure and reopening. While this list does not contain every resource, as it will continue to evolve, this document gives you the general outline of available resources.

Table of Contents:

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General Best Practices

- Upon request of the salon owner, corporate will notify guests of any protocols/steps we are taking to ensure the health of the guest and employees. We will notify guests via email, social media platform, etc. that we deem most appropriate.
 - Be prepared to enforce protocols set forth by corporate. (Ex: If a guest is sick, reschedule their appt.)
- Watch for any internal notification for information, training material, or updated notices.
 - Notifications could include:
 - Additional/ alternative products if there is a shortage of something.
 - Extra information and training material for dealing with guests/employees.
- Make sure you have a plan of action:
 - Check the CDC/ready.gov websites for updates/information. Stay in the know.
 - Know your insurance policy.
 - Check-in with your SD/Manager about the cleaning schedule. Ensure cleaning is being done thoroughly and with proper products.
 - Check-in with your waxologists.
 - How are they feeling/handling situations in the suite when this topic come up?
 - Are they informed of the issue and are taking proper precautions with guests, and following protocol?
 - Take out any potential problematic scenarios.
 - Ex: Communal offerings (unwrapped mints).

Sanitation Best Practices

A sanitary environment is one of the highest priorities at LunchboxWax. When guests know we care about their health and safety, they can feel at ease in our salons. In-depth information and training on sanitation practices include:

1. Waxologist Training Program
2. Reopening Learning Plan
3. Salon Flow Resource Guides
 - a. For Salon Directors
 - b. For Managers and Waxologists

The following is a high-level checklist:

Hand Washing/Sanitizing: When in Doubt, Wash

- Upon arriving at work
- Before gloving
- After removing gloves
- After contact with any potentially contaminated surface or item
- After working in common areas or performing housekeeping duties
- Between direct contact with different guests
- Before and after eating, drinking or handling food
- After personal use of toilet facilities
- When hands are visibly soiled
- After sneezing, coughing or blowing your nose
- Before leaving work
- Whenever necessary (use sensible judgment)

Body Hygiene

- Bathe or shower daily
- Keep your hair clean
- Pull back long hair at work
- Keep nails trimmed and clean
- Keep perfume at a minimum
- Do not wear jewelry on your hands or wrists
- Wear clean clothes every day

Equipment Disinfection and Cross Contamination

Contamination means a surface or substance has been exposed to microorganisms. Cross-contamination occurs when you touch a contaminated surface or substance and then touch a non-contaminated item. For example, if you touch a guest's skin with your hand and then touch the pump, cross-contamination has occurred. The following items are key in disinfection control and cross-contamination prevention:

- Disposable gloves and sticks
- Pumpable products
- Disinfection jar
- Hand sanitizer
- Disinfectant wipes
- Disinfectant spray

The above items alone will not prevent contamination; however, using the following practices will:

- Never dip a previously used stick in wax, whether it was dipped in wax once already or if it has touched skin.
- For each service, place disinfected, dry tools (tweezers and/or scissors) on a tissue before you begin waxing.
- After each service and after you have removed gloves, immediately sanitize hands with hand sanitizer before you leave the suite.
- When returning to the suite after service, with washed hands, disinfect table with Clorox wipes (or comparable product) and remove any wax residue from the table cover, cart, and floor with wax remover.
- Spray an esthetic wipe with Barbicide, and wipe pumps and any surface area of the cart that hands came in contact with.

Additional COVID-Specific Requirements

- Remove any shareable items in the salon including:
 - Magazines
 - Mints
 - Product Testers
- Waxologists will wear at all times:
 - Masks / Face Shields
 - Aprons
 - Gloves – during service and at the front desk.

- Remove Gel Tint / Clear Gel Test products.
 - Optional: Eyebrow Pencils + Concealer Duos may still be applied by a waxologist to test on guests during the service, as they can be sharpened in between each use.

Common Area Best Practices

Overview

- Cleaning + Disinfecting Best Practices for the following areas
 - Reception Area
 - Restroom
 - Suite: In-Service
 - Check-Out
 - Suite Turnover
 - Product Displays
 - Breakroom
 - Before + After Shift Processes
 - Additional Considerations

Cleaning + Disinfecting

Here is a brief recap of cleaning (sanitizing) and disinfecting.

- Sanitizing must happen *before* disinfecting, as it greatly reduces the number of germs on the surface.
- Disinfecting is not effective without first sanitizing. It will clean what sanitizing has left behind, but cannot do the initial sweep on its own.
- It is important to incorporate both of these steps when “cleaning” an area, to ensure the area or surface is properly sanitized and disinfected.

Steps for cleaning and disinfecting:

- One-Step: Use Rejuvenate in your salon, a product that both cleans and disinfects.
- Two-Step:
 - Clean the surface.
 - Can be as simple as a spray bottle with a couple of drops of dish soap in water; spray and wipe with a paper towel. This must happen before using a Barbicide, Lysol or Clorox wipe for proper disinfection.
 - *NOTE: If you use Rejuvenate in your salon – you can skip this step – as Rejuvenate is a one-step disinfectant.
 - Next, if not using Rejuvenate, disinfect with a Barbicide, Lysol, or Clorox wipe, and allow the surface to dry for two minutes.

- For more information on cleaning and disinfecting – refer to the LBU: Re-Opening Learning Plan, Safety + Sanitation class.

Reception Area Best Practices

- Warm greeting to guests:
 - No handshake (CDC approves Elbow Bump)
 - Smile with eye contact.
 - Use an engaging tone of voice to compensate for a masked smile.
- No magazines and mints and other shareable items in the reception area.
- Waxologists can encourage guests to help themselves to water, but not get water for them.
 - Wiping down (cleaning + disinfecting) the water station regularly, including after each guest.
- If the salon has a vanity – regularly wipe down the entire area and between guests.
- Once a guest has been greeted and escorted to the suite – while they are ready, here are areas to check and wipe down:
 - Door handles.
 - Water station.
 - Vanity.
 - Guest side of front desk.
 - Seats.
 - Product display.

Restroom Best Practices

Regularly and between each guest – clean + sanitize:

- Door handles.
- Light switches.
- Pink box.
- Accessibility railing.
- Toilet and handle.
- Sink, faucet, and handles.
- Soap and towel dispensers.
- Shelving.
- Trash.

Suite: In-Service Best Practices

- Wash hands before putting on gloves.
 - If the sink is in the suite, put gloves on immediately after.
 - If you have a hand-washing station outside of the suite, use hand sanitizer after entering the room and before putting gloves on.
- As always, wearing gloves throughout the service.
 - Changing gloves in between services when necessary, i.e. moving from Brazilian/Manzilian to any other service.
 - Use hand sanitizer between changing gloves.
- Wear a mask/face shield and aprons.
- Utilize SMA (Sanitary Maintenance Area) for supplies during the service.
 - Setting up supplies before starting the service to prevent contamination of clean items on the cart.
- Once service concludes and gloves are removed, use hand sanitizer before exiting the suite and immediately going to wash hands.
 - For some services, such as Brazilian, there is naturally time built in to wash hands post-service.
 - For facial services or other services that don't require the guest to undress, it is still equally as important to wash hands.
 - Let the guest know, "I will meet you up front in just a moment – I'm going to wash my hands."

Check-Out Best Practices

- Before meeting the guest at the front desk, use hand sanitizer and put on a pair of gloves.
 - Will be worn throughout the check-out process with guest, including:
 - Showing/Handling products.
 - Handling debit/credit cards + cash.
 - Giving out business cards.
 - Giving receipts/pens to sign.

Suite Turnover Best Practices

- Remove wax residue from all surfaces, including table, lamp, cart, floors, etc.
- Clean and disinfect the table first.
 - This is the surface the guest has the most contact with.
 - Also because it is eventually covered by table paper, we want to ensure we adhere to the contact time required before covering the table.
- After cleaning and disinfecting the table and leaving it to dry, move on to cleaning and disinfecting the following:
 - The lamp.
 - The cart.
 - Wipe off tweezers / trimmers before putting them in the disinfectant.
 - Back bar products and containers / lids.
 - Guest seating, clothing hooks, and trash.
 - Door handles, music knob, light switches.
 - Counter and display.
 - Aprons.
- After suite turnover – throw away gloves and wash hands.
 - Again, if the hand-washing station is outside of the suite, use hand sanitizer before exiting the suite to wash hands.

Product Display Best Practices

- For instructions on how to fully clean Define Display, refer to the video.
 - Wipe down and disinfect the display and products after guest interaction with it.
 - If uncertain whether a guest used it or not, assume they have and disinfect.
 - For other products, such as the Nourish Line, wipe down products and shelving regularly, and after a guest has interacted with it.

Breakroom Best Practices

Processes for cleaning and disinfecting will vary from salon to salon – here are some things to keep in mind when cleaning and disinfecting the break room:

- Light switches.
- Fridge.
- Table and seating.
- Sink, paper towels dispensers, soap dispensers,
- Appliances.
- Storage and shelving.
- Trash.

Before + After Shift Best Practices

The process for cleaning and disinfecting before and after shifts will vary from salon to salon. It will be very important waxologists have a clear understanding of all tasks to be completed during this time.

Throughout the day and between each guest, waxologists will be cleaning and disinfecting as necessary. Before and after each shift is another opportunity to do one sweep of each of the aforementioned areas:

- Reception Area.
- Restroom.
- Suite.
- Front Desk.
- Product Displays.
- Breakroom.

Additional Considerations

- Any downtime throughout the day can be utilized for the cleaning best practices below.
- Encourage social distancing by creating enough space between seating in the reception area, etc.
 - Alternatively, guests are able and encouraged to wait in their vehicles and can be called in for their appointment.
- Again, if wondering, “Should I clean / disinfect this?”, encourage all to do so.
- Focus on The Dance, encouraging waxologists to support each other with cleaning and disinfecting. Communicate when things have been, and need to be cleaned and disinfected.
- Encourage waxologists to practice social distancing guidelines as much as possible.
 - Maintain space between each other.
 - Limit physical interactions with coworkers’ property and persons.
 - This is a part of being collaborative and prioritizing the well-being of all.

Precautions for Coworkers from CDC.gov

In addition to getting clear on our standards of cleaning and disinfecting, we will also want to be aware of the best way to protect ourselves, our team, and our guests by sharing these best practices from the CDC on May 22, 2020. The intention is to ensure we don't have a double standard when it comes to everyone's health. Coworkers not only employ the best precautions for guests but also ensure precautions are taken on behalf of each other.

Person-to-person spread

The virus is thought to spread mainly from person-to-person.

- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
- COVID-19 may be spread by people who are not showing symptoms.

Everyone Should:

Wash your hands often.

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact.

- Avoid close contact with people who are sick, even inside your home. If possible, maintain 6 feet between the person who is sick and other household members.
- Put distance between yourself and other people outside of your home.
- Remember that some people without symptoms may be able to spread virus.
- Stay at least 6 feet (about 2 arms' length) from other people.
 - While we cannot avoid this with waxing, we can be cautious of this with our teams.

- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.
- Keeping distance from others is especially important for people who are at higher risk of getting very sick.

Cover your mouth and nose with a cloth face cover when around others.

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a facemask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

Cover coughs and sneezes.

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect.

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- Our guidelines for cleaning and disinfecting the salon can be found on LBU, Support Center, and LBU Interactive.

Monitor Your Health.

- Be alert for symptoms. Watch for fever, cough, shortness of breath, or other symptoms of COVID-19.
- Especially important if you are running essential errands, going into the office or workplace, and in settings where it may be difficult to keep a physical distance of 6 feet.
- Take your temperature if symptoms develop.
- Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
- Follow CDC guidance if symptoms develop.

ReOpening Learning Plan - Outline

Below is an outline of the Courses and Classes in this learning plan. Topics that lend themselves to more team coaching are noted beneath each class.

Waxology Course

- 1. Introduction**
- 2. Sanitation Basics**
 - a. Barbicide & Rejuvenate courses
 - i. Class links in LBU Interactive (Waxology - Sanitation)
 - b. Cleaning vs. Disinfecting
 - c. All the sanitation topics outlined earlier are included in the course.
- 3. Salon Flow & Sanitation**
 - a. How to Remove Contaminated Gloves link in LBU Interactive (Waxology - Sanitation)
 - b. How to Safely Remove Face Mask (WHO video link)
 - c. What You Need to Know About Handwashing (CDC video link)
- 4. Setting Expectations in the Wax Suite**
 - a. Setting Expectations over the phone (Role Play): Ensuring waxologists ask guests if they are currently sick if they have been around anyone who is sick, and reschedule as needed.

Development course

- 1. Welcome**
- 2. Basics + Intention**
- 3. Salon Experience**
 - a. Role Play Front end loading conversations re: sanitation flow around guests.
- 4. Art of Education**
- 5. Approach to Offering**
- 6. Being of Service**
- 7. Mindfulness**
- 8. The Arts**
- 9. Goals**

Support Center Resources

Below is a list of documents created and provided by LunchboxWax Corporate and uploaded to our internal Support Center for Franchisees, Salon Directors, and Managers in our COVID-19 Central folder. This is not the complete list, but these are the main resources for a variety of topics. What has not been included mainly reference marketing or call notes.

COVID-19 Central Repository

- Define Product sealing Options
- Salon Flow + Sanitation Best Practices (Salon Owners/Salon Directors)
- Salon Re-Opening Procedures - checklist
- COVID-19 Best Practices
- COVID-19 Important Resources
- Memberships - 3 Strategy Options for Suspension During Closure

COVID-19 Marketing Materials

- COVID-19 Temporary Closing Procedures
- Salon Closure Marketing Toolkit
- Voicemail Script for temporary closure
- COVID-19 Notices
- Temporary COVID-19 Google My Business Update

COVID - Support for Salon & Employees

- Employee COVID Rights
- Employee Support - Overview
- ReOpening Learning Plan - Outline
- Salon Flow + Sanitation (Managers + Waxos)
- Incident Strategies
- Precautions for Coworkers from the CDC

COVID Info - Franchise Owners Only

- The Greenberg Group Contact details
- Loan forgiveness & PPP Updates
- Alternate SBA Lender Options
- FranFund Webinar link and Cares Act Application Forms & Details

- [Yelp GoFund me Donation page for Small Businesses](#)
- [CARES Act - Loan Information & Updates](#)
- [Fiscal Response to COVID-19 - CARES Act](#)
- [SBA Loan Information](#)
- [IFA Rent Relief Webinar](#)
- [Real Estate Restructuring Info](#)
- [Raise Your Voice in Support of Business Interruption Coverage](#)
- [Tell Congress to Support Coronavirus Franchise Business Relief](#)
- [Labor update for Employers](#)

LB Salons Reopen Info

	Salon Name	Date Reopen	Guest Count		Service Count	
			Open date - June 11		Open date - June 11	
Utah	Park City	5/2/2020	964		1524	
	South Jordan	5/2/2020	1107		1475	
	American Fork	5/2/2020	711		998	
	Cottonwood Heights	5/2/2020	566		822	
	SugarHouse	5/2/2020	1381		2267	
	Riverdale	5/1/2020	464		667	
Colorado	Denver	5/8/2020	590		751	
Arizona	South Chandler	5/9/2020	937		1410	
	SanTan Village	5/8/2020	129		214	
	Scottsdale	5/8/2020	537		787	
	North Scottsdale	5/8/2020	604		906	
Texas	Lubbock	5/8/2020	813		1280	
	Las colinas	5/8/2020	422		572	
	Turtle Creek	5/8/2020	739		1048	
	Round Rock	5/11/2020	192		230	
Florida	Tampa	5/11/2020	637		822	
	Sarasota	5/11/2020	899		1319	
Idaho	Nampa	5/16/2020	798		1004	
	West Boise-Meridian	5/16/2020	1039		1307	
	Boise	5/16/2020	1344		1925	
	Sun Valley	5/16/2020	249		319	
	Idaho Falls	5/16/2020	641		904	
	Twin Falls	5/16/2020	668		995	
North Carolina	Winston Salem	5/23/2020	639		703	
	Raleigh	5/23/2020	557		577	
Nevada	Henderson	5/29/2020	560		715	
Washington	Capitol Hill	15-Jun				
	Costa Mesa	15-Jun				
Oregon	Lake Oswego	5/28/2020	492		516	
	Pearl District	June 12, 2020				
Massachusetts	Shrewsbury	15-Jun				
	Burlington					
	Framingham					
	Hingham					
Connecticut	Milford	17-Jun				
California	Bay Area (7)					
	Costa Mesa	15-Jun				
	W Hollywood					

Key:

Opened Salons
Close to Opening
No determined open date

San Diego/Hillcrest

New Jersey
Morristown
Westfield



COVID-19 INDUSTRY GUIDANCE: Hair Salons and Barbershops

May 24, 2020

covid19.ca.gov



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by workers (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training workers on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

PURPOSE

This document provides guidance for hair salons and barbershops to support a safe, clean environment for workers and customers. Services for these operations must be limited to services that can be provided with both the worker and customer wearing face coverings for the entirety of the service. For example, haircuts, weaves and extensions, braiding, lock maintenance, wig maintenance, hair relaxing treatments, and color services can be provided. Services that cannot be performed with face coverings on both the worker and customer or that require touching the customer's face, e.g., eyelash services, eyebrow waxing and threading, facials, etc., should be suspended until those types of services are allowed to resume. Hair salon or barbershop owners or operators must acknowledge that lessees should only resume operations

when they are ready and able to implement the necessary safety measures to provide for their safety and that of their customers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA or the California Board of Barbering and Cosmetology.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more comprehensive guidance on their [Cal/OSHA General Guidelines on Protecting Workers from COVID-19 webpage](#). CDC has additional requirements in their [guidance](#) for businesses and employers.



Worksite Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among workers.
- Train and communicate with workers and employee representatives on the plan.
- Regularly evaluate the facility for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive worker(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.
- Additional guidance for office workspaces and retail establishments is available on the [COVID-19 Resilience Roadmap webpage](#).



Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC Guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as [described by the CDC](#), such as a frequent cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.

- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Workers should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching the eyes, nose, and mouth.
 - Face coverings should be washed after each shift.
- Ensure independent contractors and temporary workers are also properly trained in COVID-19 prevention policies and have necessary PPE. Discuss these responsibilities ahead of time with organizations supplying independent contractors and/or temporary workers.
- Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and worker's compensation for COVID-19](#), including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and workers should wear face coverings for the screening.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Employee Training section above.
- Encourage workers and customers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Customers should be screened upon arrival. Be prepared to cancel or reschedule customers who indicate they have any signs of illness.
- Hair salon or barbershop operators should provide and ensure workers use all required protective equipment, including eye protection and gloves when these items are required for their job duties.
- Hair salon or barbershop operators should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Disposable gloves should be worn for services that require them (e.g. chemical hair services). Wearing gloves should be done in conjunction with regular hand washing and is not a substitute for regular hand washing.
- Workers and customers must use face coverings during haircutting and other close contact hair services. Customers are encouraged to wear face coverings with earloops, where possible, to ensure the face covering does not interfere with the hair service. Facilities should provide clean face coverings for staff and customers.
- Workers can consider using glasses, goggles, or face shields in addition to face coverings during the provision of services, particularly during face to face encounters.
- Display a set of guidelines for customers that are to be a condition of entry. The guidelines must include instructions to wear face coverings, use hand sanitizer, maintain physical distance from other customers, and they

should communicate changes to service offerings. The guidelines should be posted in clearly visible locations, including at entrances, include pictograms, and be made available digitally (e.g. through email).



Cleaning and Disinfecting Protocols

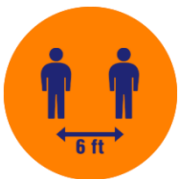
- Keeping the hair salon or barbershop clean is everyone's responsibility. Coordinate with coworkers, fellow tenants, booth renters and/or staff and put a plan in place for cleaning at the beginning and end of each shift and in between customers. Perform thorough cleaning in high traffic areas, such as reception areas, and areas of ingress and egress including stairways, stairwells, and handrails.
- Frequently disinfect commonly used surfaces including credit card terminals, counters, reception area seating, door handles, light switches, phones, toilets, and handwashing facilities.
- Encourage the use of credit cards and contactless payment systems. If electronic or card payment is not possible, customers should come with exact cash payment or check.
- Consider upgrading to touchless faucets, soap and paper towel dispensers, and adding touchless, automatic hand sanitizer dispensers. Remove any unnecessary products that do not belong in the restroom, e.g. candles or beauty supplies, and ensure soap dispensers and paper towel dispensers are regularly filled.
- Amenities, including magazines, books, coffee, water, self-serve stations (unless touchless), and other items for customers, must be removed from reception areas to help reduce touch points and customer interactions.
- Equip reception areas and workstations with proper sanitation products, including hand sanitizer and sanitizing wipes.
- Thoroughly clean any product display areas, including all shelving and display cases. Remove and discard any open "test" products and discontinue this practice to help reduce contamination. Add signage to this area to let customers know it is cleaned and disinfected daily.
- Workstations must be routinely and frequently cleaned, including between each customer appointment. Thoroughly clean and disinfect the station counters, rolling carts, drawers, hand mirrors, hair care and other products, and containers and provide a new smock or cape for each customer.
- Clean and disinfect shears by removing all visible debris, clean with soap and water, and wipe or spray with an EPA-registered disinfectant that

demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.

- Clean and disinfect all non-electrical tools by removing all visible debris, cleaning with soap and water, drying the tools, and then completely immersing them in an EPA registered disinfectant. Tools should be sprayed or submerged and left to set for the full amount of time required by the disinfectant's manufacturer. Immersed items, like combs or brushes, should be removed at the end of contact time, rinsed, and dried with a paper towel or clean, freshly laundered towel.
- Clean all electrical tools, such as clippers, by removing all visible debris and disinfecting with an EPA-registered disinfectant spray or wipe that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.
- Clean and disinfect all handles, hoses, spray nozzles, and other equipment before and after use on a customer. Chairs, headrests, shampoo bowls, and other items should also be thoroughly cleaned and sanitized between each use.
- Where appropriate, consider adding a paper cover, sheet, or clean towel that can be easily disposed of or cleaned for use between customers.
- All single use items, such as disposable wax collars, cotton, neck strips, and applicators, must be used once and immediately thrown away. Product samples, including make-up, must not be used at any time.
- All dirty linens, including towels, smocks, and reusable capes, should be placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160 degrees Fahrenheit for at least 25 minutes. Store all clean linens in a clean, covered place. Ensure workers who handle dirty linens or laundry wear gloves.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties.
- When choosing cleaning chemicals, hair salon or barbershop operators should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide workers training on manufacturer's

directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product instructions.

- Hair salon or barbershop workers should avoid sharing phones, tablets, laptops, desks, pens, other work supplies, wherever possible. Never share PPE.
- Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers).
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- In addition to the above cleaning and disinfecting protocols, hair salons, barbershops, and other cosmetology businesses must follow the existing [California Board of Barbering and Cosmetology rules](#).



Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between and among workers and customers, except when providing haircutting and other close contact services. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or customers should stand).
- Take measures at reception desks or other areas where physical distancing cannot be maintained to minimize exposure between workers and customers, such as Plexiglas or other barriers.
- Consider offering workers who request modified duties options that minimize their contact with customers and other workers (e.g., managing inventory or managing administrative needs through telework).
- Contact customers before visits to confirm appointments and ask if they are exhibiting any symptoms, have been sick, or whether they have been exposed to someone who has been sick. If the customer answers in the affirmative for any of those questions, reschedule the appointment at least 10 to 14 days in the future.
- Request customers to bring and use face coverings during the visit. If appropriate for the service, consider asking customers to come to the salon with their hair freshly cleaned in order to minimize time for the appointment. Customers should be asked not to bring children or others with them to the appointment.

- Stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each customer visit. Consider servicing fewer customers each day or expanding operating hours to allow for more time between customers. Suspend walk-in appointment availability.
- Ensure that workers do not see multiple customers at once (e.g. while one customer's hair is drying, another receives a haircut). Services for one customer should be completely rendered before a new customer is seen by the same worker.
- If possible, implement virtual check-in technology to ensure that workers are notified when a customer arrives. Ask customers to wait outside or in their cars rather than congregating in the salon or barbershop. In larger locations, reception areas should only have one customer at a time or modify the area for adequate physical distancing, including removing chairs and sofas.
- Wherever possible, doors should be left open if they do not open and close automatically.
- Require workers to avoid handshakes, hugs, or similar greetings that break physical distance.
- Discourage workers from congregating in high traffic areas, such as bathrooms, hallways, or credit card terminals.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Adjust any staff meetings to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines. Hold meetings over the phone or via webinar for workers wherever possible.

¹ Additional requirements must be considered for vulnerable populations. Hair salons and barbershops must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.

