

SYLVAIN MELLOUL

INTERNATIONAL HAIR ACADEMY

Phase 2 Plan: Limited Clinic Operations

**Client and clinic policies, procedures,
and guidelines for health, safety, and
risk management in a COVID19
environment**

Sylvain Melloul International Hair Academy

**All services are performed by supervised students.*

Purpose:

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Sylvain Melloul International Hair Academy (SMIHA) will be reopening its clinic operations to the public in a limited capacity. The purpose of this plan is to allow students to learn in our clinic setting by servicing clients while maintaining important precautionary protocols to promote health and safety during the COVID-19 pandemic. All measures are being taken to keep our community cases of COVID-19 under control.

Please review this plan document in detail, as it has updated client and clinic policies, procedures, and guidelines established in congruence with the Governor's Phased reopening plans for Virginia. **All policies, procedures, and guidelines detailed in the [Return to Campus Plan](#) apply to this Phase 2 plan for students and staff.**

Lastly, please remember we are an educational training facility; all of our services are provided by supervised students in the learning process. Your understanding and cooperation are greatly appreciated during this time.

Overview of Precautionary Measures Taken:

- Sick individuals will not be permitted in the facility. This includes staff, students, and clients
- A client health check will be conducted before entering the facility
- Services must be by appointment only and only clients receiving services are allowed in the facility
- The services offered will be limited to ensure the health and safety of all involved
- Face coverings are required to be worn by both the student service provider and the client receiving the service

Date for Limited Clinic Reopening: Monday September 14, 2020

Clinic Operations Updated Policies

Client Sick Policy:

Persons with a fever or symptoms of COVID-19, or known exposure to a COVID-19 case in the prior 14 days are **PROHIBITED** from entering the establishment. **There is no penalty for cancelling an appointment with us.** We are, of course, happy to reschedule clients for a later date.

Health Check Policy:

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Clients, along with our staff and students, will be required to undergo a health check before entering the facility to ensure the health & safety of our community. The health check will include:

- **Temperature Check Policy:** Clients will have their temperature checked before entering the facility using a touchless temperature reader. Any person with a temperature **over 100.4° F will not be permitted** to enter the facility and will be asked to return home.
- **Self Health-Check Policy:** The health self-check is an honor code policy, meaning it is each individual's responsibility to follow the policy before entering the facility. Any individual who exhibits a flagged concern while conducting the health self-check should not enter the facility, return home, and cancel your appointment by calling the facility. A self health-check questionnaire will be posted at the entrance of the facility to assist customers in checking their health.
- **Self Health-Check Procedure:** Please [click here](#) to see the self health check procedure / questionnaire.

Recently Sick Policy:

For clients who have recently been sick with a fever or symptoms of COVID-19, or known exposure to a COVID-19 case in the prior 14 days must meet the [CDC guidelines](#) on when it is allowable to see other people before being permitted to enter the facility.

Face Coverings Policy:

Students and staff will be required to wear face-coverings while servicing clients. Clients will be required to wear face coverings while in the facility, including during their service, in accordance with the Governor's [Executive Order 65](#) and phased opening guidance. SMIHA will make available to clients disposable face masks or clients may provide their own. A mask that affixes behind the ears is recommended for all hair services. Clients who do not comply with this policy will not be permitted to receive services at SMIHA.

Appointment Only Policy:

All services provided to the public will be **appointment-only** in congruence with the state guidelines and to promote social distancing guidelines. Please note that same-day

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appointments are allowed pending availability. Please note, clients who are over 15 minutes late to their appointment are at risk of losing their appointment time.

Making an Appointment Procedure:

To make an appointment, please call the school at: 434-385-7722 and a receptionist will be happy to help book an appointment in accordance with this plan document. Appointments can only be made via phone at this time.

Client Check-In Procedure:

The gate to the facility will remain half-closed to keep the public from entering freely and to maintain control over the health check policies and occupancy loads in the facility. Clients may follow any of the below procedures for checking into their appointment:

- **In-Person:** Clients can come to the gate of the facility and inform the receptionist of their name, appointment time and service. The receptionist will ask if the self health check was completed successfully and will proceed to take the clients temperature. If the client has passed both health checks, they will be checked in. The receptionist will then call the client when their student professional is ready for them. Clients must sign a [waiver](#) before receiving their service.
- **Phone:** Clients may call the school (434-385-7722) to check in for their service. We ask that clients be in the mall before calling to check in. The receptionist will call the client when their student professional is ready for them. Once in front of the gate, the receptionist will ask the client if their self health check was completed successfully and will proceed to take the clients temperature. If the client has passed both health checks the client will be allowed into the facility. Clients must sign a [waiver](#) before receiving their service.

Client's Only Policy:

Only clients receiving services are allowed to enter the facility. Please plan to **come alone to your appointment** to help maintain safe physical distancing practices between clients, students, and staff. This policy applies to all services regardless of the clients' ages. In order to keep the number of persons in the facility consistent with state

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guidelines, persons under the age of 16 or that require direct parent or guardian supervision are not allowed at this time.

Waiting Area Policy:

The seated waiting area inside the facility will be closed off; clients will be asked to wait outside of the facility until their student professional is ready to provide services. Clients will receive a phone call to notify them.

Limited or Abbreviated Services Policy:

Please note that not all services will be available to the public at this time. Services that require the removal of a mask, that require extensive service times, or that do not maximize the educational needs of our students will not be available during this phased reopening.

The following services will not be available to the public during this time;

- Corrective colors, balayages, fashion colors, full-head highlights (cosmetology)
- Facial services (esthetics, cosmetology, barbering)
- Waxing services on the chin or lip. Eyebrows, underarms, and legs are allowed with masks
- Beard trims (barbering, cosmetology)
- Limited styling services (cosmetology)
- 90 minute massages, Hot stone massages, add-on treatments (massage)

Limited Student Professional Requests:

Typically, clients can request to have a specific student professional perform their service; however, not all students eligible to provide services will be allowed to do so in this phase. The reason for doing so is to prioritize client learning experiences for students nearing graduation and to allow students to stay in their assigned learning areas. Student professional requests are subject to availability.

Updated Waiver Signature Policy: Before receiving services, clients will be asked to sign an [updated waiver](#) acknowledging their acceptance of student work, the potential risks of COVID-19 exposure, and that they have read & understand the updated COVID19 clinic policies, procedures, and guidelines. A paper copy will be provided for client signature upon arrival.

Hours of Operation for Clinic Services:

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Clinic hours have been revised to support our students, staff, clients, and compliance with all health & safety measures. See below the hours of operations for each clinic service area (by program offered at SMIHA):

Clinic Service Area (Program of Study)	Clinic Hours of Operation
Cosmetology	Monday - Friday, 10:00 am - 3:00 pm
Barbering	Monday - Friday, 9:00 am - 11:00 am; 1:00 pm - 3:00 pm
Skin Care (Esthetics)	Monday - Friday, 10:00 am - 12:00 am; 3:00 pm - 5:00 pm
Massage Therapy	Monday - Friday, 9:45 am - 2:00 pm, Saturday (6/27/20 only) 9:45 am - 2:00 pm

Enhanced Cleaning & Sanitation Protocols:

The school has implemented enhanced cleaning and sanitation protocols to protect the health & safety of our community. An overview of the measures taken are:

- Daily professional cleaning & sanitizing of high touch areas, restrooms, and general areas
- All cleaning products are approved cleaners per the CDC guidelines
- All tools, equipment, capes, towels, and stations will be thoroughly cleaned & sanitized after each use
- Hand sanitizer will be provided throughout the school
- Service stations / areas will be cleaned and sanitized after each use
- Student professionals will thoroughly wash hands before and after each client. If gloves are used, they will be single-use and changed between services.

Practice Hand Hygiene:

SMIHA has 'Designated Washing Areas' for individuals to practice hand hygiene. Please ask your student professional where to access this designated wash area.

- Clean your hands often
- Wash your hands often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.

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- Use hand sanitizer if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- Soap and water are the best option, especially if hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- [Handwashing Tips](#)

Practice Respiratory Etiquette:

- Cover your coughs and sneezes
- Cover your mouth and nose with a tissue when you cough or sneeze.
- Throw away used tissues in a lined trash can.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

Internal Policies, Procedures, Guidelines:

Maximum Clients / Services Allowed:

Each program will have a maximum number of clients / services allowed to be performed on clients at a given time. The maximum number of clients at a given time, per program are:

Clinic Service Area (Program of Study)	Maximum Number of Clients Allowed at One time
Cosmetology	4 clients maximum at a time in salon floor 2 clients maximum at a time in nail/wax area
Barbering	3 clients maximum at a time
Skin Care (Esthetics)	2 clients maximum at a time
Massage Therapy	4 clients maximum at a time

Clinic Services Priority:

Students nearing graduation will have priority to service clients.

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Client Waiver Policy:

Students who do not feel comfortable servicing clients must email the Campus Director, Beth Hall, at beth@smiha.edu as official notice and explain why they are not comfortable servicing clients. Students will not be penalized for not servicing clients during this time; however a student cannot change their status once official notice is received. For example, if a student elects to waive their eligibility to service clients, they will not be permitted to do so until the next phase.