



## COVID-19 Policies and Procedures OUR PART

Dear Valued Client,

We would like to take this time to highlight OUR PART in re-opening plan based on what WorkSafeBC mandates for personal service establishments.

We are doing the best we can to help maintain your health and safety, and appreciate your patience while we all adjust to this “new normal.”

- ✿ We have created a COVID-19 Policies and Procedures YOUR PART for re-opening. This details the changes you will need to know and do prior to and for your appointment. This will be Emailed and posted on social media for your reference.
- ✿ We have created a Health Screen Waiver that must be signed and emailed back **prior** to your appointment.
- ✿ All BeautySafe courses have been taken and we are fully certified, which include the current COVID-19 BeautySafe Practices.
- ✿ We have always followed proper sanitation practices laid out by WorkSafeBC and Fraser Health, and will continued to do so. We are and will continue to use hospital grade sanitation, sterilization products.
- ✿ We are scheduling less clients in the day, and only ONE client at a time, with more time in between clients to ensure the added extra sanitation practices, such as cleaning all door knobs, floors, and washroom, after every client, is done properly, and to avoid overlapping other client’s appointments.
- ✿ We have installed Plexiglas divider at the front reception desk, and at the manicure tables.
- ✿ We have gotten new uniforms, which will be changed into, worn only at the spa.
- ✿ We will be wearing masks and new gloves for every service we do. For more intimate services such as waxing, massages and especially facials we will be wearing a face shield along with a mask.
- ✿ We have removed all magazines, beverage station, and product testers and ask everyone to please refrain from handling or touching any retail product. We will be glad to assist you with any product that you would like to purchase.

Thank you for your patience while we all adjust to these “new normal” practices. Looking forward to seeing you soon!

Sincerely,

*Caterina Basile*

Dolce Speranza Spa Owner/Certified Esthetician/Spa Therapist