Personal Services Reopen

Suggestions from the St. Pete Chamber’s
Personal Services Affinity Group

The St. Pete Chamber’s Personal Services Affinity group held a virtual meeting on May 6th to discuss reopening best practices to consider while protecting the safety of their employees and clients. Some of their suggestions were:

**Clean Facilities**

- Sanitize before opening - one participant recommended [https://safelysanitizeusa.com/](https://safelysanitizeusa.com/)
- Wipe common areas down daily/hourly/regularly (in addition to normal cleanings between client treatments/services)
- Create signage on your cleaning process so clients know what you do daily

**Appointments**

- Consider appointments only, no walk-ins
  - Limiting # of customers
  - Staggering appointment times/more time between appointments to limit client contact with other clients
  - Modify cancellation policies - no penalty for cancelling if the client is sick
  - Eliminate waiting areas or space out seating

**Social Distancing**

- Limit # of treatment rooms/stations
- Consider barriers between stations
- Promote the words "We practice social distancing"
- Signage everywhere reminding clients of your expectations

**Questionnaire**

- Many personal services providers are requiring each client to fill out and sign a questionnaire regarding their health, travel, etc.
- Some have created in conjunction with insurance providers
Temperature Checks

- Many are requiring both employee and client temperature checks

PPEs at Door

- Many will require clients to wear masks at least in common areas and to sanitize hands before services
- Therefore, they will offer disposable masks and hand sanitizer in reception

Employee Care

- Prior to each shift, employees should be screened and the screening should be documented
  - Some will automate the questions at their POS sign-in terminals
  - Some will create a log
  - A series of questions need to be created
    - Have you traveled within the last two weeks?
    - Do you have a fever/symptoms of flu?
    - Etc.
- Prior to first shift
  - Train on new procedures
  - Document new procedures
    - Employees must wash hands regularly and practice social distancing at all times
    - Wear masks/face shields at all times
    - Proper glove usage – single-use only
    - Etc
- Sign off on new procedures to ensure safety
- Create teams for alternate days
- If one employee contracts COVID-19 - entire team gets tested and isolated, but store can stay open with the other shift/team

Products/Vendors/Suppliers

- Consider drop shipping products to clients
- Keep products behind glass/in cabinets
- Schedule door drops/deliveries to keep vendors/packages away from clean environments

These suggestions are provided for informational purposes only. Please consult with your trusted advisors and legal counsel before making decisions that are specific to your business.

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