

FIORIO®

Our Approach to Ensuring Health Safety

- We are committed to the health and safety of our clients and employees and taking all precautions to protect everyone.
- Official re-opening of our salons will be based on Government direction.
- We will use the Government of Ontario's workplace safety guidelines, especially those directly related to the beauty industry, in order to protect our clients and employees.
- We understand your excitement to book your appointment as soon as possible. We are determining the fairest and efficient way to do this. We can't wait to see you too!
- Your salon experience of receiving exceptional service will be the same. However, to ensure superior safety standards, we are making changes to ensure social distancing, adjustments to the Salon physical space, and enhanced sanitation procedures.

What you need to know

Here is what we know at this time about what your Salon experience will be like. As we learn more from the Government, our industry, and client experience, we will adjust how we are working to give you the safest and most relaxing appointment.

- To limit exposure between clients and staff, we will not be:
 - Washing your hair if you are getting it cut
 - Blow-drying hair to avoid the spread of the virus
 - Serving beverages
- We anticipate that due to social distancing requirements, we can only accommodate half of our regular client capacity at any given time. However, we will be offering extended hours and opening days to accommodate client demand.

Before your Appointment

- If you are getting a colour service, you do not need to wash your hair.
- If you are getting a cut, please wash your hair before the appointment.
- Pack your mask to bring with you.
- If you wish, please bring your device or reading material for your appointment. We will not be providing magazines in order to avoid unnecessary exposure.

Arriving at the Salon

- Please ensure you bring a mask to your appointment. *This is required to enter the salon and for all services.* If you arrive at the salon without a mask, you can purchase one.
- Your service provider will meet you **outside the** salon at your appointment time.
- He or she will ask you how you are feeling if you have a fever, or any COVID-19 symptoms traveled outside of Canada in the last two weeks or been exposed to someone with COVID-19.
- You will be asked to sanitize or wash your hands before your service (30
- You will be provided with a clean robe which we ask you to put on for your service.

During your appointment

- If you are getting a cut, you are provided with a disposable cape.
- If you are getting a colour, you will be provided with a disposable cape and a neck towel.
- If you would like to purchase products, our receptionist will collect and sanitize them for you.
- Please respect social distancing when you are paying for your services, especially if there are other clients waiting to also pay.
- Cashless payment is preferred, and we will ensure tap payment. Pin pads will be sanitized regularly.

What you can expect from our staff to ensure your safety and theirs:

- Wearing a mask during your appointment
- Handwashing before, during and after your visit
- Sanitizing their station and all equipment prior to, and after, your visit
- Completion of the Barbicide COVID-19 Certification
- Staying home if they have any cold or flu-like symptoms