



# KATE SOMERVILLE SKIN HEALTH EXPERTS CLINIC HEALTH & SAFETY PROTOCOLS

HERE'S HOW WE'RE COMMITTED TO KEEPING EVERYONE SAFE AND HEALTHY.

**We have implemented staggered booking times and increased time between appointments** to allow for deep cleaning of our facilities and to minimize the number of clients in the clinic at any time.

**Only clients with appointments will be seen.**  
We cannot accommodate additional guests or pets and ask that you arrive alone for your appointment.

**We will be screening all clients during the reservation process** and ask that you refrain from booking for two weeks if:

- You have tested positive for COVID-19 and have not been symptom-free for two weeks
- You've exhibited symptoms within the past two weeks
- You have been in close contact with anyone exhibiting symptoms
- You have returned from international travel/US Hotspot locations in the last 14 days

## WHEN YOU ARRIVE FOR YOUR APPOINTMENT:

1. Please call the clinic at 323.655.7546 upon arrival, prior to entering the clinic to ensure a seamless check-in. We will greet you at the top of the stairs to conduct a screening and complete paperwork, including a treatment release form.
2. Please wear a mask in public areas of the clinic. Mask must cover nose and mouth. If you do not have an appropriate mask, one will be provided to you.
3. All clients will be provided hand sanitizer and temperature screened upon arrival. Clients with elevated temperatures will need to be rebooked.
4. Please follow 6 foot social distancing guidelines when possible.
5. We are currently limiting treatments to 45 minutes in duration to prevent prolonged exposure. Please arrive to your appointment with a cleansed face to maximize your time in treatment.
6. During treatment, your technicians will observe the following safety precautions:
  - a. Good hand hygiene – 25 second washing upon entry of room and completion of treatment.
  - b. PPE to include surgical grade face mask, face shield/goggles during treatment, and rubber gloves.
7. All treatment rooms will be deeply sanitized after each treatment including the removal and laundering of all linens, wiping down of all services with EPA standard disinfectant, proper disposal of all single use items, and sanitization of equipment and implements to hospital standards.
8. Public areas have been updated to include HEPA filters, hand sanitization stations, social distancing guidelines, and removal of high touch items including testers, magazines, and refreshments. Bottled water available upon request.
9. Our Front Desk Team members will guide you through the check-out procedure, minimizing touch. We will not be taking cash payments. If you would like to leave a cash gratuity, gloves and envelopes will be provided to you. Please bring exact change.