

back in touch



dermatologica principles
for enhanced service safety

dermatologica

twelve dermalogica principles for enhanced service safety



Dermalogica cares about the safety of customers and skin therapists. The following guidelines are intended to create a safe environment for the practice of skin services.

1. Prescreen clients to ensure they are free from any sickness and have not had contact with confirmed cases of COVID-19 in the previous 14 days. Employees should be free from any sickness and temperature shall be checked prior to beginning the work shift.
2. Clients in high risk and vulnerable groups such as an advanced age or with pre-existing medical conditions are advised not to get treatments.
3. Ensure physical distancing protocols maintain 6 feet between clients in common areas, by, for example, staggering appointments, offering curbside check-in or limiting entrance to the skin center.
4. Clients and employees shall wear masks in common areas. Therapists shall wear a clean, dry mask during each shift. Masks can be worn for more than one client but must be put on and taken off in a sanitary manner. Therapists shall also wear a face shield when working in close proximity to the client. Therapists shall wear a freshly laundered or disposable apron during each shift.
5. Hands shall be sanitized on entry to the skincare center. Therapists shall visibly wash hands with soap and water for 20 seconds before and after touching clients, after contact with soiled or unsterilized tools and surroundings. Every treatment or skin analysis that involves touching should begin with a facial cleanse.
6. Gloves are not recommended over thorough hand washing unless they are requested by clients or required by authorities. If used, gloves shall be changed before and after touching clients and after contact with any soiled or unsterilized tools and surroundings.
7. All professional use products shall be disinfected after each use and stored in a cabinet or sealed container when not in use.
8. Treatment beds must be covered with either clean treatment table paper, a clean towel or a clean sheet before each client. Only use blankets which are laundered after every client.
9. All non-porous, metal or plastic non-disposable equipment, as well as surfaces, must be cleaned and then disinfected before each use. Electrical items shall be sprayed or wiped before each use.
10. Clean and dirty items and tools must be kept visibly separate in well-marked, covered containers.
11. All high touch areas throughout the skin center shall be disinfected when visibly soiled and at least hourly.
12. Retail testers shall be wiped down before and after each use. Products packaged in jars are currently not appropriate as testers. Tester product shall only be applied to the hands.

The above are suggested directives and must be used in addition to, not in replace of, state-board or local authority regulations. All government sanitation and safety guidelines must always be adhered to.

These guidelines will adapt as science progresses. As we progress to new safety phases, some of these additional restrictions will be minimized.

message from founder and chief visionary



“Stronger together now holds a whole new meaning for us. As we enter the ‘New Next’, our Dermalogica Tribe is ready. We embrace the changes, are inspired by the courage around us and will lead our industry into new protocols to keep us even safer going forward. Dermalogica has been trusted by clients for almost 40 years – and our greatest strength is you, the professional skin therapist. Your clients and our products and protocols are in the very best hands. Yours.”

JANE WURWAND

message from ceo



“At Dermalogica, our priority is and always has been your success. We know many of you want to get back to providing services, and we are inspired by your ambition. What you give – expertise, human touch and connection – are important to your community’s wellness.

As the leading professional-grade skin care brand, we have elevated the industry by setting new standards since 1983, starting with the International Dermal Institute. Now we have taken it upon ourselves to set a new safety standard for our industry – one that will help you safely get back in touch with your clients.”

AURELIAN LIS

dermalogica

additional information and best practices



PRIOR TO BOOKING APPOINTMENT

All employees should also be prescreened daily for symptoms. For employee temperature checks the threshold should be 99.5F.

Clients should be screened prior to arriving for appointments by completing a short online questionnaire including but not limited to the following points:

- Have you tested positive for COVID-19, or been in contact with someone who has in the past 14 days?
- Have you been tested for COVID-19 and are currently awaiting the test results?
- Do you have any of the following symptoms: fever, dry cough, body aches, headaches, sore throat, shortness of breath, loss of taste and/or smell, diarrhoea?
- Are you or your immediate contacts in a high-risk category?
- Service should be declined for any client with positive responses to the above or arriving showing symptoms of illness.
- Where possible, also provide an electronic Treatment Consultation Form to be completed and returned by client prior to service.
- The current CDC definition of vulnerable individuals which would deem people to be high risk includes:
 - People 65 years and older.
 - People of all ages with underlying medical conditions including: chronic lung disease or moderate to severe asthma, serious heart conditions, immunocompromised, severe obesity diabetes, chronic kidney disease undergoing dialysis and/or liver disease.

CLIENT ARRIVAL AND DEPARTURE

- Clients should be required to sanitize hands on arrival and wear face covering in any common areas.
- Refrain from hugging, kissing, or shaking hands when greeting clients.
- Any additional consultations should be performed verbally and noted by the skin therapist.
- Stagger appointments to limit the number of people in common areas. A 6-foot (2-meter) distance between clients and staff in common areas should be maintained.
- Any beverages should be served in single use cups and disposed of immediately after use.
- If touching cash or paper checks, follow with hand sanitization. Encourage contactless transactions such as digital payment apps. If keypads or touchscreens are used, sanitize after each use.
- Send prescriptions and next appointment date electronically. Avoid paper cards and sheets where possible.

RETAIL AND COMMON AREAS

- Retail tester products should be disinfected after each use, and single use disposable applicators provided if needed.
- Products packaged in jars are currently not appropriate as testers.
- Ideally product would be applied to the hands rather than the face.
- Hard surfaces, and high-touch areas such as reception desks should be disinfected hourly.

RETAIL FLOOR AND SERVICES

ANY SERVICES PERFORMED IN A RETAIL OR COMMON AREA, SUCH AS FACEFITS, SHOULD FOLLOW ALL SANITIZATION PROCEDURES OUTLINED BELOW:

- Products used in services in a common or retail area should be disinfected after each use and stored in a cabinet or sealed container when not in use.
- Tools, equipment, or supplies needed should not be carried in or on a garment or uniform, including holster or pouch.



TREATMENT ROOM

- Client's clothes, shoes, and belongings should be stored in single-use, disposable bag during treatment.
- All hard surfaces including door handles, light switches, steamer arms and products should be wiped with disinfectant wipes before each client service.
- All professional use product and retail testers should be disinfected after each use and stored in cabinet or seal container when not in use.
- Treatment room should have a Sanitary Maintenance Area (SMA), where clean tools and supplies can be made ready for use.
- Cleaning checklist should be maintained and publically displayed.

TREATMENT TABLES, TOWELS AND LINENS

- Treatment tables must be covered with either clean treatment table paper, a clean towel, or a clean sheet, before each client.
- After a towel, sheet, robe, linen, or smock has been used once, it should be deposited in a closed container and not used until properly laundered and sanitized.
- All clean towels, sheets, robes, linens, and smocks shall be stored in clean, closed cabinets or a clean, closed container.
- Table paper should be single use and disposed of after use in a closed waste receptacle.



TOOLS, EQUIPMENTS AND SUPPLIES

- Non-electrical items must be cleaned with water and detergent before disinfecting.
- Non-electrical items should be completely immersed, for at least 30 minutes in a registered bactericidal, fungicidal and virucidal disinfectant approved by your governing regulations and guidelines. Follow with dry heat sanitation if required by state.
- Electrical items should be sprayed or wiped with bactericidal, fungicidal and virucidal disinfectant approved by your governing regulations and guidelines.
- Disinfectant solution used for immersion should be clearly marked and changed daily.
- Disinfected and soiled items must be kept in separate, covered, clearly marked containers.
- All single use items or sundries should be disposed of after one use in a closed waste container.
- New supplies and single use, disposable items should be stored in a clean covered container, marked "NEW."
- Tools, equipment, or supplies should not be carried in or on garment or uniform, including holster or pouch.



PERSONAL HYGIENE, HAND WASHING AND PROTECTIVE WEAR

- A clean, dry and correctly fitted face mask should be worn during each shift. Masks can be worn for more than one client but must be put on, taken, off and handled in a sanitary manner. Wet or soiled masks should be changed. Medical grade masks should be disposed of in a closed waste receptacle.
- Therapists must visibly wash hands thoroughly before and after touching clients, after contact with soiled or unsterilized tools as well as after contact with fixtures and surfaces.
- If used, gloves shall be changed before and after touching clients and after contact with any soiled or unsterilized tools and surroundings.
- Therapists shall wear a freshly laundered or disposable apron during each shift.
- Masks are a good way to control the source of infection and will predominantly protect the therapist from the client. However during the treatment the client will not be wearing a mask, so we need to consider barrier protection in order to protect the therapist. This is achieved by wearing a face mask and face shield when working in close proximity to the client.



step 1
wash hands



step 2
remove mask



step 3
fold in half 3 times over



step 4
dispose of properly



step 5
wash hands

RESTROOMS

- Restrooms should be cleaned, and noted clean, on a visible checklist at least every 3 hours.
- Clear directives on hand washing should be displayed in restroom area.
- Surfactant-based hand wash and hand sanitizer should always be available.

STAFF AREA OR BREAK ROOM

- All hard surface or high-touch areas should be disinfected hourly.
- Personal items such as phones, bags, shoes etc., should be stored in a sealed locker or disposable bags.
- It is preferred that all therapists do not carry out treatments in clothes that have been worn outside such as when commuting to work on public transport.
- Crockery and silverware should be disposable or clearly marked per staff member and washed in hot water and surfactant-based liquid, and stored immediately after use.
- Hand sanitizer should be available for all team members.
- Seating/tables should allow room for social distancing. Consider staggering staff shifts.

HIGH TOUCH SURFACES AND DISINFECTANTS

- Examples of high touch surfaces would include, but is not limited to: door-knobs, light switches, bathroom faucet handles, toilet flush handles, wall area around the toilet, remote controls, and phone.
- A list of products that the Environmental Protection Agency deems suitable to killing coronavirus is published at: www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

The above are suggested directives and must be used in addition to, not in replace of, stateboard or local authority regulations. All government sanitation and safety guidelines must always be adhered to.

These guidelines will adapt as science progresses. As we progress to new safety phases, some of these additional restrictions will be minimized.

clean touch checklist ✓

- Hard surfaces and high touch areas, such as reception desks, should be disinfected hourly.
 - This includes door handles, light switches, steamer arms and products which should be wiped with disinfectant wipes before each client service.
- Clients should be pre-screened prior to arriving for appointment by completing the questionnaire. Where possible, also provide an electronic Treatment Consultation Form.
 - Any additional consultations should be performed verbally and noted by the skin therapist.
- Clients and staff should sanitize hands on arrival and wear face covering in any common areas.
- Wear a clean, dry mask during each shift.
- Therapists must visibly wash hands thoroughly before and after touching clients.
- Retail tester products should be disinfected after each use and single use disposable applicators provided if needed.
 - If client is trying products, these should be applied to the hands rather than the face.
- All retail and professional products should be disinfected after each use and stored in cabinet or sealed container when not in use.
- Tools, equipment and supplies should thoroughly sanitized per safety standards before each use and a Sanitary Maintenance Area (SMA) implemented, where clean tools and supplies can be made ready for use.
 - New supplies and single use, disposable items should be stored in a clean covered container, marked “NEW”.
- All clean towels, sheets, robes, linens, and smocks shall be stored in clean, closed cabinets or a clean, closed container.
- Client’s clothes, shoes, and belongings should be stored in single-use, disposable bag during treatment.
- After a towel, sheet, robe, linen, or smock has been used once, it should be deposited in a closed container marked “Soiled” and not used until properly laundered and sanitized.
- Encourage contactless transactions.
 - Use a digital payment app to limit touch.
 - If touching cash or paper checks, follow with hand sanitization. If keypads or touchscreens are used, sanitize after each use.
 - Send prescriptions and next appointment date electronically, avoid paper cards and sheets where possible.