Client Arrival: Check-In Screening Protocol

Use this scripted protocol as a guide for your client check-in screenings.

Stylist/Barber Name: _____

Client Name: _____

Date: _____

We are asking clients to wear masks. Did you bring one with you today?

> *Response A:* Great, please put it on.

> *Response B:* No problem. I have a clean disposable mask you can use.

As a reminder, you and I will both wear our face coverings throughout our session today.

> • *You will already have given them direction about this new protocol in your booking reply or confirmation email. A reminder phone call is where you discuss any questions, concerns, or hesitations the client has about wearing a face covering during the appointment. Reassure clients you will work through the process together.*
>
> • *Verbally assist the client in how to adjust the mask if they seem unfamiliar or are wearing it incorrectly.*

Please answer a few questions before we proceed.
1. Have you had a fever in the last 24 hours of 100°F or above?   Yes ☐ No ☐
2. Do you now, or have you recently had, any respiratory or flu symptoms, sore throat, or shortness of breath? Yes ☐ No ☐
3. Do you now, or have you recently had, any chills, muscle aches, new loss of taste or smell, or new rashes or lesions? Yes ☐ No ☐
4. Have you been in contact with anyone in the last 14 days who has been diagnosed with COVID-19 or has coronavirus-type symptoms?   Yes ☐ No ☐

(If clients answer yes to any of these, cancel the appointment without penalty and reschedule)

I'll just need to record your temperature for my notes: _____
(use a no-contact thermometer to assess client)

Now, let's both apply a healthy pump of hand sanitizer and rub it in until it's dry. Then we'll head into the pre-sanitized treatment room.

> *Have a small printout from the CDC or WHO regarding hand sanitizer protocol nearby for the client to see and follow. Did you know you should use enough hand sanitizer to rub it into your hands for 20–30 seconds?*

Do you have any questions for me?