

Urgent Update (03/23/2020 10:00pm)

It is with a heavy heart that Shine has found itself in the middle of some misinformation & some Covid 19 controversy. We are going to attempt to be as transparent as possible and hopefully set the record straight. We apologize for the long post but we believe it is necessary....

We were contacted this morning (March 23, 2020), by a concerned individual, who felt that Shine had made errors in how we have conducted our business throughout the Covid 19 Pandemic. Through discussions with this individual we determined that there was potentially some false information circulating and we immediately tried to get to the bottom of it.

The following was the basis for the individuals concern:

1. Shine salon was accused of having a team member, in a medically required quarantine, with pending Covid 19 test results and continuing to conduct business putting guests at risk. We were completely caught off guard with this information because none of our team members disclosed any such information to us. We were provided with screenshots of messages that took place at 4:12pm on Friday March 20, 2020. These messages were between the concerned individual and the team member in question.
 - a) We immediately initiated contact with the team member, in question, who indicated that they spoke with their doctor on the mornings of March 19th & 20th, 2020 (via telephone).
 - i) The team member advised us that they were not asked to take a Covid 19 as their symptoms did not require it.
 - ii) The team member indicated that they were advised to self-monitor and seek further medical advice should symptoms warrant it.
 - iii) When the team member was asked why they messaged another individual saying that they took a Covid 19 test, the team member sheepishly admitted that they had lied to that individual about taking a test
 - iv) Immediately following our conversation with the team member they took it upon themselves to contact the concerned individual; admitting to the lie.
 - v) Out of an abundance of concern we contacted both Northern Health and the BC Covid19 information line to seek guidance on the matter.
 - (1) We have followed the guidance given
 - (2) Based on the current information we do not believe there is any health concern, for any of our guests, or team members, at this time
 - b) Because this is an internal matter involving employer/employee confidentiality there will be no further comments regarding this team member. Rest assured that we take this matter seriously and will be determining how best to proceed in the days to come.
2. Shine salon was accused of "sneaking clients into the salon" after the government mandated closure on March 20/21, 2020.
 - a) This could not be further from the truth.
 - b) The following is a detailed timeline of how we conducted our business up to, and including, the cessation of providing salon services on the afternoon of March 20, 2020.
 - i) In the early stages of the Covid 19, outbreak in Canada/BC, the salon team (like other Salons in Prince George) started performing enhanced/over and above sanitization procedures in order to elevate our already high cleaning standards. This included sanitization throughout the day, sanitizing common touch points (point of sale area, debit machine, door handles, salon chairs, waiting area chairs, bathroom, etc), asking clients to wash their hands before nail services, having the Salon team wash their hands more often, having hand sanitizer available for the Salon Team & Guest use, and asking people who have travelled overseas to stay away for the time being.

- ii) In the following days we followed all relevant information releases from the government regarding social distancing and felt that as the maximum number of people in the salon was a fraction of the 50 people requirement, that the government had set out in it's guidelines, that we would be ok to remain open. Premier John Horgan on March 12th made a comment, in the last few minutes of his news brief, about his barber, and how his barber and other businesses in British Columbia, if possible, should remain open for business as it would be good for British Columbia. We respected this information and remained open at that time with a "take it day by day approach" as information changed.
- iii) On Tuesday March 17th, 2020 Shine Salon was closed to the public and the Salon Team participated in a regularly schedule Team Member meeting and professional day, with full team participation. Other Salons in town were still open, to the public, on this day albeit some had voluntarily decided to close down at the end of day. One of the team discussions this day revolved around what was in the news, what other salons were doing, the latest information from the government and what Shine should do. The decision at that time was to get more information and to have further discussion.
- iv) On Wednesday March 18th, 2020 one team member called in sick for work. They were not feeling well and we agreed that they should stay home for the next few days. Their symptoms were mild and did not cause them to seek medical attention at that time. Later that day a subsequent discussion was had, with the rest of the salon team, and the team felt that it would be best that they took a step back and stayed home for the foreseeable future. Salons were not required to close at this time and it was up to each team member to make their own decision. We respected and supported each team member's decision.
- v) Wednesday evening (March 18th, 2020) guests that had appointments the next day were phoned to confirm the postponing of their appointments with the team members that elected to stay home. A select few clients asked the owner if she was still willing to provide services, over the next couple of days, and the owner agreed with it being a day by day decision (things were still evolving at this point).
- vi) Thursday March 19, 2020 the owner of Shine went into the salon to contact guests who had appointments beyond March 19th so that their appointments could be postponed. There were a select few guests who had asked to keep their appointment for services, with the owner, for that day and the next. Salons were not requested, by the government, to close at this point but in order to be to keep as safe of an environment as possible the front door was locked so that people would not be able to walk in off the street while a guest's service was being performed. The few guests that came to salon were in the salon 1 at a time and the extra sanitization measures were taken, including sanitizing all surfaces touched by each guest upon their departure.
- vii) Friday March 20, 2020 a select few guests, who had requested that their appointments with the owner be kept, were permitted to come to the salon 1 at a time. Again the same precautionary measures were taken on this day as were taken the previous day. In the early afternoon BC Provincial Health Officer Dr Bonnie Henry held a news conference directing all Spas, Salons, and personal service providers, to now stop providing services. Shine Salon respected this direction and ceased providing salon services on this day (as did many other Salons around Prince George and within the Province of BC)
- viii) Saturday March 21, 2020 BC Provincial Health Officer Dr Bonnie Henry held a subsequent news conference "calling for the closure of all personal service business including massage parlours, Salons, and tattoo parlours". Shine Salon did not provide any salon, or spa, services on this day and has not performed any salon, or spa, services since.

- c) Shine takes the health and welfare of our guests and team members seriously.
 - i) We would never intentionally & knowingly put any of our guests or team members at risk by not being forthright and/or circumventing government requirements.
 - ii) Throughout the Covid 19 pandemic we have conducted our business in the same manner as many other Salons in Prince George (and the rest of British Columbia) by following the information, and direction, provided by the Government, Minister of Health, and BC Provincial Health Officer. Hopefully when the Covid 19 pandemic passes we will have the opportunity to continue to do so in the future.

- 3) Late this afternoon (March 23, 2020) we became aware of several social media posts that were incorrect, misinformed, and potentially defamatory in nature.
 - a) As a result we have asked for those posts to be removed and for corrective measures to be taken (which includes publicly correcting the incorrect information)
 - b) Our desire is not to make a bad situation worse however due to the nature of the misinformation, and the many posts that have ensued, we believe our reputation has been harmed
 - i) As a result we are seeking legal counsel on how best to proceed and deal with everything moving forward

Above all we hope that all of the Shine Guests & Family are able to safely navigate their way through the Covid 19 Pandemic. We thank the many people who have reached out with words of support. Should anyone have any questions, thoughts, and/or concerns please reach out to us ... Take care and be safe!

Shine Salon