

COVID 19 Re-opening Your Businesses.

Safe Practice Guidance for Hairdressers and Beauty Salons.

Where to Start?

The Government recently announced that should the spread of COVID 19 remain in decline that none essential businesses such as yourselves could re-open soon.



*coronavirus 2 (SARS-CoV-2)
when viewed with electron
microscopically*

There is a great deal to think about and with there being lots of talk in the media around what measures businesses should take to prevent the spread of COVID19, it's difficult to know where to start. We have recognized that there is little actual guidance available and none that is suitable for your business sector.

The Environmental Health Department at Selby District Council has put this guidance together to help you. The aim of this guidance is to provide some clarity on the practical and sensible steps specifically for your area of business and our view on operating a COVID safe hairdressing and/or beauty salon.

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Using This Guidance.

This guidance has been broken down into six parts. Each part looks at the considerations and actions to be made at each stage from re-opening, booking appointments, receiving clients to post client clean down.

It has been designed as a step by step approach to try and make all the changes you have to make seem less overwhelming. Each part is set out as a checklist tool for you to work through and refer back to easily as you get used to a new way of operating.

We hope you find this guidance useful but if you do feel you would like further information we will be pleased to discuss this with you further.

You will want to make sure that you have everything you need in preparation for re-opening. But equally as important you need to be mentally ready for the changes to how you operate and conduct your business. Changing our natural human and social behaviours is going to be difficult not just for you but for your clients.

Below is a checklist of the personal protective equipment (PPE) and other items required but also a list of other considerations to be made to assist with ensuring effective infection control.

Disposable Gloves	<p>You will likely already have some stock of disposable gloves but due to the demand for them at the current time, it is advisable to look at your stock levels and ensure that they are continually topped up to ensure you don't run out. Now would be a good time to start sourcing your suppliers.</p> <p>Don't forget that Latex gloves can cause skin allergies leading to dermatitis and some of your clients may have latex allergies. Nitrile or vinyl gloves are a good alternative.</p>
Full Face Protection	<p>If you intend to undertake treatments that require you to be in close proximity to your clients face such as, eyebrow shaping or applying facials. You should obtain a stock of full face Protection (Visors) to be used when undertaking these activities. A standard face mask would not give you sufficient protection in this circumstance.</p>
Face Masks/Coverings	<p>Face masks are an affective way of limiting the transmission of the virus between people and due to the close proximity you have with your clients you and your clients should both wear a face covering for the duration of their appointment.</p>
Hand Wash and Hand Sanitiser	<p>As you will know hand washing is one of the most important practices in preventing the spread of diseases. You will need to focus on handwashing for everyone that enters your premises.</p> <p>You should ensure a good stock of handwash and hand sanitiser is available at all times.</p>
Cleaning Products	<p>Cleaning routines will have to change and the amount of cleaning products you use will increase. You should ensure that you have a good supply of products and that they are suitable.</p>

Further Considerations Before Opening.

- **Thought needs to be given to Legionella in addition to the threat from COVID 19. Legionella can develop in standing water in pipes and so any taps or shower heads that are not used for any period of time should be flushed through using your own legionella risk assessment and control measures. Further information can be found at www.hse.gov.uk/legionnaires/**
- **Think about the services you offer and whether you will re-open your business providing all services or a limited service. For example, you may not want to undertake work on clients necks or faces initially, to prevent you having to be so close to the clients face.**
- **If you share your premises with another hairdresser you must both discuss and agree how you can work in the same premises safely, ensuring you and your clients are able to keep a safe distance from each other. Think about using floor markings, walking routes and signage to inform your clients of what is expected from them, staggered appointment times etc.**
- **Consider how people can access your premises and how to manage this. Such as what will happen when you are with a client and your waiting/reception area is unmanned? Do you want people unexpectedly walking into your premises? How can you control the number of people in your premises and ensure social distancing.**

PART 2

Planning For Your First Clients

Your hygiene practices are very important in preventing the spread of infection but we also need to focus on the hygiene practices of your clients and other visitors too. This is a big change in how you operate and also a big adjustment for your clients to make to their behaviours when they visit you.

Below is a checklist of the fundamental things to put in place before you start making appoint-

Health Questionnaires	Create a health questionnaire. It is important for you to know if your clients are well and COVID 19 symptom free when they visit you. A health questionnaire is a good way to determine this and you can go through the questionnaire with them upon booking the appointment and/or when they arrive at your premises.	
Handwashing for Clients and Visitors.	You should require your clients to wash their hands as soon as possible after entering your premises. How will you enable them to do this and what equipment/supplies will you provide for this? Hand towels will cross contaminate and spread infection so disposable hand towels should be provided.	
Facilities Provided For Clients.	Think about what facilities you usually provide for your clients when they visit your premises and whether you will continue to provide them all such as: toilets, magazines, hot drinks etc. How will you manage this? Washrooms should be included in your post client clean down. You could ask your clients to bring their own magazines. Cups and cutlery can be a source of cross infection so think about asking your clients to bring a hot and/or cold drink with them or provide disposable cups.	
Face Coverings	Due to the close proximity you have with your clients you should both wear face coverings. You could ask your client to bring one with them but having a supply of disposable masks would prevent any difficulties if the client turned up without one.	
Information for Clients	To ensure that the changes you put in place work and your clients comply with your new hygiene practices, they need to understand what the changes are and what is expected of them when they arrive. Draft a notice or a list of changes that you feel your clients need to be aware of, such as, you must wear a face cover for the duration of your appointment and you must wash your hands on entering the premises, appointments only no drop in's etc. It is advisable that this is displayed on your website or social media and provided to them when they make the appointment.	
Unnecessary Visitors	Clients often like to bring people with them sometimes as a social element to the activity, or out of necessity such as a parent bringing a child/children to get their hair cut also. You need to give thought to how you will manage this to ensure social distancing is maintained. Will you allow them to wait inside the building if so where?	

PART 3

Booking Appointments

Not to be overlooked, the planning and booking of appointments is an important stage in ensuring social distancing and good hygiene standards within your premises.

Appointments can over run and clients often like to arrive early, if not planned well you could have a crowded waiting room very suddenly. Waiting clients like to wander about, touch surfaces, pick up items within the waiting area etc. This should be avoided.

For those salons who offer a drop in service you should give serious thought as to whether it is safe to offer this service at this time. If so how will you manage this to ensure clients are not gathering in your waiting area or doorway?

Allow extra time than normal for appointments to avoid overlap of clients and to allow for the extra cleaning of the hand contact services within your premises. If you share your premises with another hairdresser or therapist, work with them to stagger your appointment times so your clients are not arriving at the same time.

Upon booking appointments this is the most opportune time to ask your client about their health and advise them of the changes, informing them of what you would like them to do and/or bring with them.

Below is a checklist of information that should be shared during an appointment booking that you can use as an aide memoir.

1. Prevention of cross over of clients appointments.	Is there ample time from the last appointment and this one to avoid overlap of clients on the premises?	
2. Conflict with other practitioners clients.	Does this appointment start time clash with the start time appointments of the other practitioners?	
3. Health Questionnaire.	Have you determined if this client is free from the symptoms of COVID 19 before booking the appointment?	
4. Will they be arriving on their own or will they be accompanied by another person or persons?	To help you in ensuring your premises does not get over crowded you need to know if your client will be bringing anyone else with them and how many. Considerations for the following must be made. Does the person you share a premises with have appointments at the same time that will cause you to have too many people on the premises? Can you help each other? For example, a parent wanting to book appointments for themselves and their children, can your associate cut the children's hair while you cut the parents hair?	
5. Client Information	Have you provided the client with information and instruction on the changes within the studio and what will be expected of them when they arrive? <ul style="list-style-type: none">• Physical changes to the studio• What they must do when they first arrive, do they have to wait outside? Use of face masks, handwashing on entry etc.	
6. Welfare Information	Has the client been informed of what items they should bring with them for their comfort? Magazines, drinks, etc.	

PART 4

Clients Upon Arrival

First impressions are the most important. The greeting your client receives on arrival will set the precedence for the remainder of their visit and future visits. To ensure your client follows your procedures you must ensure that they are greeted as soon as possible when they arrive and you should supervise their hygiene practices.

Don't assume your client will know what to do or where to go, even if you have given them instruction over the phone. Some of your clients will have been to your premises many times in the past but it will be different this time and they may not fully understand this until they see it. The changes you have put in place in your premises may seem obvious to some but not to all, you will need to get into the habit of telling all clients where they can sit and/or stand to wait, where they can wash their hands and even what walkways they are permitted to use.

Some clients may need reminding that they need to wash their hands and put on a face covering, others may need guidance on how to do that correctly, whilst some might feel anxious and need confirmation and re-assurance.

The below checklist is for you to use as a guide when clients arrive at your premises to ensure everything is in place for your safety and that of the clients.

1	Is the client wearing a face covering? If not does he/she need one to be provided?	
2	Has the client washed their hands?	
3	Health Questionnaire. Any changes since the last discussion? Are you satisfied they are COVID 19 Symptom free and are you happy to continue to work with them?	
4	Has the client been reminded of any restrictions in services and/or facilities that you would usually provide.	
5	Has the clients family member/friend or carer been given clear instructions on where they can wait? Do they also need a face covering and have they washed their hands?	

Important measures to take during your clients visit are detailed in the checklist below.

<p>1. Face Coverings</p>	<p>Ensure that face coverings remain on during the appointment. Consider whether the correct type of face covering is being worn.</p> <p>It may be necessary for your clients to unhook their face coverings from their ears when having their hair cut but they can hold the face mask in place for that short period of time.</p>
<p>2. Clothing</p>	<p>Arms should be bare below the elbow, this includes jewellery to ensure effective handwashing and hand hygiene. If undertaking work that may create a blood spillage or splatter consider whether other additional PPE should be used such as disposable aprons.</p>
<p>3. Staying Alert</p>	<p>A higher alertness of your personal habits is important for effective infection control. For example, face coverings can cause irritation and may cause you to touch your face more than usual. Sometimes we do things without realising.</p> <p>Stay alert, Avoid sipping drinks, touching your face, scratching your head etc. whilst working on clients.</p>
<p>4. Ventilation</p>	<p>Ensuring the salon/treatment room is well ventilated is important. Keep doors and windows open where possible and allow time for the room to be well ventilated before receiving a new client.</p> <p>It is strongly advised to avoid the use of any mechanical air exchanger/ventilation that re-circulates the air.</p>
<p>5. Supervision</p>	<p>Be aware of your waiting clients or other visitors, especially children. They should be encouraged to stay in their designated waiting area, to keep on their face coverings and to not touch things unnecessarily.</p>

After you have finished working on your client you must ensure the area is effectively cleaned down before receiving your next client as detailed in the below check list.

1. Treatment room/area	<p>Remove any waste, clean and sanitise the couch/chair especially the arm and head rests and the other surfaces in the room/area. Disinfect all equipment used within your treatment, including scissors, clippers and blades etc.</p> <p>Sanitise the hand contact surfaces within your treatment room/salon This includes tap handles, light switches, door handles and any other surface that your client may have touched.</p> <p>Finally wash hands and re-cover your couch, bed or chair in prep-</p>	
2. Welfare facilities	<p>If your client has used your toilet/washroom you should also clean the contact surfaces in their too including; flush handles, taps, light switches etc.</p>	
3. Waiting/reception areas	<p>Counter tops, coffee tables, chair arm rests should also be considered as part of your new post client clean down procedures.</p>	
4. Clothing	<p>It is advisable to change into clean clothing before going home to your family and to launder your work clothes at the highest temperature possible.</p>	