Hair & Beauty Sector Guidance
Returning to Business (COVID-19) – 2nd June 2020

To enable the Isle of Man hair and beauty sector to return to business clear guidelines must be established to ensure the health and safety of employees and customers remains a top priority during the reopening period. The guidelines outlined in this document act as a broad overview for businesses to follow however it must be considered that each individual business within this sector is different and will need to review how each suggestion applies within their own specific circumstances.

Those businesses that are not able to meet the operating requirements outlined in this document should delay re-opening until they are able to or await further changes to the restrictions.

All businesses must conduct a full risk assessment of work activities, which must now include the additional control relating to covid-19. For businesses with fewer than five employees this does not have to be recorded, however we would encourage you to keep a record to help you and your employees maintain these changes.

The following services can resume business from 1st June with certain limitations;
- Hairdressing and barbering in open salon
- Beauty therapy and treatments in open salon (brows, nails, lip waxing)
- Beauty therapy done in private treatment rooms (facials, massage, reflexology)
- Mobile services and in-home treatment spaces therapist or clients
- Cosmetic medical and holistic beauty (including tattooing, piercing and acupuncture)

This excludes the following services which must remain closed;
- Indoor water facilities and spas that provide services such as hot tubs, saunas, steam rooms and pools.

Establishments operating these services must ensure they remain closed until further updates to this guidance are released.

Treatment Restrictions
All treatments should be fully risk assessed.

Any treatment or service should not be offered if it requires face to face contact between the employee and the client for more than 15 minutes where the client is unable to wear a suitable face covering (see further guidance on PPE below).

This advice will be subject to change as we move through the phase and risk assessments must be reviewed as changes are implemented.

Preparation for reopening
- Conduct a full sanitising clean ahead of opening
When buildings reopen after lockdown, it is essential that water systems are not put back into use without considering the risks of Legionnaires’ disease. There is an increased risk of waterborne pathogens such as Legionella bacteria being present as a consequence of the conditions that lockdown may have created. As a result of the coronavirus (COVID-19) pandemic, there is the potential for increased number of people to be susceptible to Legionnaires’ disease due to a compromised respiratory system during or after infection with COVID-19. Please follow the guidance here before opening.

- Remove non-essential items it is not possible to sanitise or regularly wash such as cushions, electric blankets, throws and other soft furnishings.
- Make sure your premises is well stocked with cleaning materials, tissue, soap, and alcohol-based hand cleansers.
- Prepare any signage which you require to inform customers of your operation.

Training and briefings
Look to your own professional industry bodies for extra training, certifications or guidance related to Covid-19. It is recommended as with other industries for businesses to organise;

- Employee briefing on increased hygiene practices, new welcome, staff uniform protocols and any PPE provisions etc.
- Detail any temporary variations in work duties in a formal letter or document e.g. extra cleaning and agreed welfare arrangements by employer.

Pre-Booking and Arrival

- Share with your clientele the precautions your salon is taking to do its part in helping to prevent the spread of the coronavirus and what to expect on arrival and during the time at your salon.
- It is suggested that businesses run an appointment based service initially to allow good practice to be established.
- Clients should be advised to bring minimum possessions into the salon e.g. coats and handbags
- Offer a “sickness cancellation policy” during this time that does not penalise any client for cancelling their appointment due to illness.
- Undertake pre-arrival consultations and form filling where required (phone or online)
- Employees and clients entering the premises – check if they are experiencing symptoms of COVID-19 (fever, cough, shortness of breath) and consider implementing the use of an infrared thermometer. Refuse service immediately to anyone who does display symptoms and recommend they go home, self-isolate and contact 111.

For further guidance on employee welfare please visit the following link for more general guidance visit: [https://covid19.gov.im/businesses/guidance-for-businesses-and-employees/](https://covid19.gov.im/businesses/guidance-for-businesses-and-employees/)

Suggested steps to implement Social Distancing

- Staff to operate at staggered times and rotations e.g. half usual staff on site depending on size of premises.
- Employees should continue to maintain social distancing with other employees.
- Advise clients to arrive on time.
• Encourage customers to come for their treatment alone wherever possible.
• Use existing pre-booking systems to manage numbers of customers and to record their details. Whereby salons do not have booking systems they must introduce robust contact registers, or contact tracing records, in place to record everyone who you interact with on your premises to allow for suspected or confirmed Covid19 tracing ensuring data protection measures are in place.
• Keep waiting areas with seating closed unless your area is large enough to respect social distancing at 2m.
• Clients should maintain social distancing at all times including when waiting for treatments and receiving them.
• Consider spacing appointments so there is adequate time to clean between appointments and minimize interaction with multiple people.
• Consider placing social distancing markers on the floor and at reception areas, installing screens at counters if required and developing one-way systems to regulate the flow of movement for customers and staff.

Customer interaction
• Limit contact between customers and employees as far as possible – no touch welcome policies, client to fix own cape, headband etc.
• Consultation in mirror rather than face-to-face and discussion kept to a minimum.
• Ensure hand washing practices for the stylist or therapists after each client and for clients on arrival and departure.
• Nail Technician’s may want to use increased hygiene for clients such as use of a clean nail brush.
• Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers.
• Encouraging customers to bring their own refreshments.

Work Environment and Hygiene Practices

Increased cleaning regimes and hygiene practices must be put in place to control the risks associated with COVID-19.

• It is mandatory to conduct proper cleaning and disinfection practices from tools and implements to areas with counter tops, treatment rooms, back bars, reception areas, and styling stations and regular touch points (phones, handles, toilets, pens if using) often with an antibacterial cleaner. Cleaners must wear gloves and appropriate PPE.
• A good guide for the ‘high touch’ surfaces would be a clean 3 – 5 times a day; this should be adapted depending on the traffic.
• Salon station and treatment rooms should be cleaned after each client visit.
• The floor around the chair of the styling station may also be cleaned by a mop with disinfectant after each client for additional hygiene protocol.
• Tools that cannot be cleaned between clients should be disposable as a general rule (or treatment deferred).
• It is suggested windows and doors remain open for ventilation where possible.
• Do not use product samples on multiple clients and remove testers available to clients.
Laundry

Review your systems for laundry and take extra precautions on usage, storage and handling.

- Employ a one new clean item for each client strategy (towels, gowns, capes) on either disposable or reusable items
- The stock of these items should be kept clean in a closed clean cabinet/container/place.
- Throw away disposable items in a covered bin with plastic bin liner after each use.

If you are not using disposable fabrics, you should view them as single use for each client (gown, cape and towels) before fully sanitising or washing them correctly before using again.

Additional protocols can further be put in place should businesses choose to do so, such as disposable staff aprons and cleaning uniform daily on arrival home from work.

Personal Protective Equipment (PPE)

Where the contact is going to be face to face, less than 2m and longer than 15 minutes – simple (non-medical grade) masks are recommended for both stylist/therapist and client. Stylist or therapist should use a new mask with each client.

Further PPE should be worn for employee’s standard occupational risks or if presented in your risk assessment.

Remember that masks and other PPE does not replace the need to keep following the key recommended actions to prevent virus spread. These are cleaning your hands frequently with soap and water or sanitiser, avoid touching your face, coughing into a tissue or your elbow, observing any unnecessary contact as far as possible.

It is also important to use the mask appropriately. It should completely cover your face from the bridge of the nose to the chin, and fit snugly against the sides of your face. Clean your hands with soap and water or sanitiser before putting on and taking off the mask. When taking off the mask, remove it from behind to avoid touching the front which may have become contaminated with virus. If the mask is reusable, wash it as soon as possible after each use, using household laundry detergent at 60 C.

Be careful to remove the mask from behind and avoid adjusting the mask while you are wearing it. Incorrect removal and frequent adjustment increase the risk of touching your face and potentially increasing virus transmission.

Businesses may wish to consider the use of Perspex screens where possible such as on nail bars and at sinks.

Mobile Businesses/ Rent-a-chair

Mobile Therapists need to strongly consider advising clients to come to their own place where they can control the environment in accordance with above protocols and guidance. If this is not possible,
client would need to prove that all hygiene protocols have been carried out prior to visit to a client’s home – e.g. extensive checklist could be sent to client electronically for completion and signature ahead of arrival.

Further to that follow the guidance for working in people’s homes with the exception of only necessary contact with your client.

Renting of rooms and chairs - Anyone working in a salon on a self-employed basis should follow the same protocols that have been set for employed staff; in addition they should be included in any staff training delivering new procedures/protocols.