We want to

# OPEN

## SAFELY

# Covid-19 Reopening Guidance
# for Irish Hair Salons
# and Barber Shops

*25,000 jobs hanging by a thread...*

- Carmel Connaire Glantar Hygiene and Standards Training & Auditors for the Hair and Beauty Industry

Updated

# Protection Procedures for the Employees against COVID-19

The hairdressing and barbering industry takes pride in the high level of personal care that we continually deliver to each and every customer. For decades, our clients have demonstrated their confidence in us, as skilled and trusted professionals who deliver a service that is highly valued and important, not only from a physical grooming perspective but for the valued additional benefits of the confidence, mental health and wellbeing our services deliver.

As an industry, we have always practiced dutiful care in the delivery of our services to our clients in a professional, efficient, hygienic and sanitary manner. As professionals and indeed as citizens, we understand the importance of preventing the spread of COVID-19, in how we operate our environment and in how we deliver our services.

Our clients have always felt and will continue to feel safe within our professional working environment. As an industry we will achieve this by layering the guidance outlined in this document with issued Public Health Advice, on top of our already robust operational protocols. By treating these protocols alongside Public Health Advice with the highest degree of respect and integrity, as an industry we will help prevent the spread of COVID-19 in our communities.

## Document scope

This non-exhaustive document describes the steps that Hair salons and Barber shops should take in order to prevent the spread of COVID-19. It provides advice on the measures recommended by Government to reduce the spread of COVID-19 in the community. Throughout this document you will find embedded links that will direct you to the relevant information discussed.

Employers and employees should keep up to date with the latest measures introduced by Government and any advice issued as a result. For more general matters related to occupational health and safety requirements, please refer to the relevant legislation, guidance and advice available from the Health and Safety Authority.

Implementation of information outlined in this document is supplied for the purpose of guidance only. It is vital that **all final guidance** is taken from **official government sources and legislation.** Information in this booklet has no legal standing, nor do they imply or incur any liability to the authors, organisations or member involved in the development of this Roadmap.

Please Note: For the purposes of this document, the term 'employee' refers to all personnel working within the premises at any given time.'

# The Work Safely Protocol



**The Work Safely Protocol[1]** has been designed to support employers and employees to put measures in place that will prevent the spread of COVID-19 in the workplace. The Protocol should be used by all workplaces to adapt their workplace procedures and practices to comply fully with the COVID-19 **related public health protection measures identified as necessary by the HSE[2].**

The Return to Work Safely Protocol sets out in very clear terms for employers and employees the steps that they must take before a workplace reopens and while it continues to operate.

The Health and Safety Authority (HSA) has created **a series of checklists[1]** to support employers, employees and senior employees.

Additionally, the Health and Safety Authority has compiled a guide of frequently asked questions that should be checked regularly. **COVID-19 Advice for Employers and Employees[2].**

**Updated**

1. https://www.gov.ie/en/publication/bb7fd-work-safely-protocol/
2. https://www.hse.ie/eng/

**Updated**

# What actions should other employers take?

## Plan and Prepare

- Each business should develop a business continuity plan. The Department of Business, Enterprise and Innovation have created a Business Continuity Planning Checklist which can be found HERE[3].

- Each Business should develop a COVID-19 response plan. Response Plan Template[4].

- Employers should take into account and monitor the most up to date official Public Health Advice and guidance from the Department of Health[5] and the Health Protection Surveillance Centre[6] on how to mitigate the health risk including measures advised by the Department of Foreign Affairs and Trade[7] for work related travel. These public health measures should be communicated to employees and others at the workplace.

- A copy of the Health Protection Surveillance Centre (HPSC) guidance for businesses can be found HERE[8]

- A copy of the National Standards Authority of Ireland (NSAI) guidance for businesses can be found HERE[9]

## Risk Assessment

- Employers are also reminded to review their occupational health and safety risk assessments to include COVID-19, and to take account of any changes to the work activity that may arise following implementation of the public health recommendation.

- HSA Risk Assessments Made Easy video can be viewed HERE[10]

- HSE toolkit and templates https://www.hse.ie/eng/staff/safetywellbeing[11]

- HSA BeSmart.ie Toolkit and portal https://www.besmart.ie[12]

- Employers should make arrangements for the putting in place of the necessary controls identified in the risk assessment to prevent the spread of COVID-19 in the workplace and **Updated** update as required.
Sample Checklist: Planning and Preparing and Implementing Control measures to prevent Infections[13]

# Employees

- Each workplace will appoint at least one team leader charged with ensuring that COVID-19 measures are strictly adhered to in their place of work.

- Each team leader should be trained and given a framework and structure to make this work. Sample Team Leader Checklist[14].

- This training should be delivered on customer service and on how to tactfully approach customer sanitisation requirements , contact logging and screening questions. The training should include  reference to changes that may be required to be implemented for online booking and screening service.  **Updated**

- Employers will have regular and meaningful engagement with their team leader about the measures being put in place to address the occupational exposure to COVID-19 in the workplace.

1. https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/covid-19_business_supports/business_supports/work_safely_templates_checklists_and_posters/
2. https://www.hsa.ie/eng/topics/covid-19/covid-19_advice_for_employers_and_employees/
3. https://enterprise.gov.ie/en/Publications/Business-Continuity-Planning-A-checklist-of-Preparatory-Actions-in-Responding-to-the-COVID-19-Outbreak.html
4. https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_checklists_and_posters/covid19-response-plan-template1.pdf
5. https://www.gov.ie/en/organisation/department-of-health/?referrer=/
6. https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/
7. https://www.dfa.ie/travel/travel-advice/coronavirus/general-covid-19-travel-advisory/
8. https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/employersemployeesguidance/
9. https://www.nsai.ie/covid-19/
10. https://youtu.be/fY6KGN72d7Q
11. https://www.hse.ie/eng/staff/safetywellbeing/
12. https://www.besmart.ie/
13. https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/
14. https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/  **Updated**

- The number of team leaders for COVID-19 appointed will, ideally, be proportionate to the number of employees in the workplace and this person should be clearly identifiable in the workplace.

- Employers will also communicate with safety representatives selected or appointed under the Occupational Health and Safety legislation and consult with employees on safety measures to be implemented in the workplace.

- The employer should use the appointed occupational safety and health officer or an external competent person to ensure the effective implementation of changes to work activities and the implementation of infection prevention and control measures in the workplace at the place of work.

- Employers will provide a COVID-19 induction training for all employees and maintain a record of when and to whom training was provided. Sample Induction Template[1]. **Updated**

- Employers will ensure all employees complete a pre-return to work form following a lockdown period and employees returning from leave of absence should also complete this form at least 3 days in advance of return to work Sample Return to Work Template[2]. **Updated**

  1. https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/
  2. https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/

## Communication

- Display the advice on the COVID-19 measures in visible locations throughout the salon to ensure that customers are also adhering to what is required.

- A full bank of signage resources is available HERE[1] and HERE[2]. **Updated**

- Strong communication and a shared collaborative approach between employers, employees and clients is key to preventing the spread of COVID-19 in the workplace.

- Salon and client hygiene protocols should be displayed in salon and displayed online where applicable.

## Dealing with a suspected Case in the workplace

- Employers should consider the steps needed if dealing with a Suspected Case of COVID-19 in the Workplace. Dealing with a Suspected Case of COVID-19[3].

- All employees should be aware of the meaning of close and casual contact and a risk assessment may be required to identify close contacts in the workplace. **Updated**

## First Aid in the Workplace

- In the event that first aid is required in the workplace it may not be possible to maintain a distance of 2 meters. Employees with a specific role in acting as first responders should be provided with updated training on infection prevention and control principles including performance of hand hygiene and appropriate use of personal protective equipment when delivering first aid. Further advice on first aid is available from the Pre Hospital Emergency Care Council (PHECC)[4].

# Employees Responsibility.

- Employees should follow the public health advice and guidance[5], as well as any specific direction from their employer.

- Employees should also adopt good hygiene practices, such as frequent hand washing, respiratory etiquette and physical distancing to protect themselves and their work colleagues against infection and should seek professional healthcare advice if unwell.

- Employees should review the HSA Employees Template[6].

- The Government's "In This Together Campaign[7]" also provides information on minding one's mental health as well as tips on staying active and connected and may be useful for use by employers and employees which is available on their website.

1. https://www.hsa.ie/eng/topics/covid-19/covid-19_coronavirus.html

2. https://irishhairfed.com/

3. checklist_no_4_14dec20.pdf (hsa.ie)

4. https://www.phecit.ie/Custom/BSIDocumentSelector/Pages/DocumentViewer.aspx?id=oGsVrspmiT0dOhDFFXZvIz0q5GYO7igwzB6buxHEgeA6QuFPSOHAp0osyZcLZ2Q0tVjf73L%252ffPT2C2iv3%252bGsy9Gbu67Xg21eZduiLu%252bjhlmBgGpNrZEyHUS5uPnqeutviucOeOJqsrrQZgTxDvZLiUkNSQsZ%252bvqD9CrwNmhDxQjL%252bgqoIFErrAagn0Wk8HqNulVJc10KAV4qo%252bh74CKejZuxdboQWjqSS2BOt6xYdS%252bmquGym5uxpA%253d%253d

5. https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/

6. https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/

7. https://www.gov.ie/en/campaigns/together/ **Updated**

# Prevention and Control Measures.

## Hand Hygiene and Respiratory etiquette



- Employers should provide training on these practices and keep a record of this training.

- Training should be implemented on an ongoing basis to inform employees of updates. **Updated**

- Employees should follow the public health official advice and guidance ensuring good hygiene practices, such as frequent hand washing and respiratory etiquette, to protect against infections and should seek professional healthcare advice if unwell. The following video clip provides some useful advice[1].

- Employees must wash their hands thoroughly before and after each customer and use hand sanitizer before attending to clients.

- Employees should demonstrate sanitization of hands in front of client before commencing services or when taking a break and restarting a client during longer treatments.

- Gloves are generally not required for infection prevention and control purposes. Where gloves are necessary, they must not be considered a substitute for hand hygiene and hands must be cleaned whenever gloves are removed.

- Guidance on how to wash your hands can be found on the HSE website HERE[2].

# Self-Isolation

All employees/customers/visitors should be advised to stay home if they are feeling symptomatic and follow HSE guidelines on self-isolation. Guidance on the symptoms and HSE recommendations can be found HERE[3].

# Physical Distancing

Physical distancing is recommended to reduce the spread of infection. It is advisable that employers risk assess their salons when implementing their physical distancing policies.

In settings where 2 metre employee separation cannot be ensured by organizational means, maintain at least a distance of 1 metre or as much distance as is reasonably practicable. Where physical distance cannot be maintained alternative protective measures should be put in place.

- All employees, customers and visitors should be advised to stay home if they are feeling symptomatic and follow HSE guidelines on self-isolation.

- Minimise the number of individuals in your workplace to ensure that adequate social distance can be maintained.

- Allocate specific times for appointments, collections and deliverables where practicable.

- Only the responsible employees and respective client should approach each other for the duration of the service.

- Face coverings are mandatory in public places as per the IRISH HEALTH ACT 1947 amended in 2020. **Updated**

- Provide one way systems for access/egress routes in the workplace where practicable.

- The consultations and service should be performed as much as practicable from the back of the client's head.

- The hairdresser or barber should maximize their body position as much as possible to increase the physical distance from the client.

- Metre marker, barrier tape, floor marking and signage should be used to ensure social distancing is maintained. Resources HERE[4].

- Display the signage on the COVID-19 measures in visible locations to ensure that customers are also adhering to what is required. Resources HERE[5].

1. https://www.youtube.com/watch?v=ztj7JhMt3Wc
2. https://www2.hse.ie/wellbeing/how-to-wash-your-hands.html
3. https://www.gov.ie/en/publication/472f64-covid-19-coronavirus-guidance-and-advice/#symptoms
4. https://www.hsa.ie/eng/topics/covid-19/covid-19_coronavirus.html
5. https://www.hsa.ie/eng/topics/covid-19/covid-19_coronavirus.html

## Staff/ Communal areas

- Social distancing should be respected in staff rooms and all communal areas.

- Staff breaks should be staggered.

- Avoid sharing of utensils or sanitise thoroughly between use. **Updated**

- Physical distance signage should be displayed in staff rooms. **Updated**

## Contact Logging and Appointments

- Clients that attend for appointments should be screened. **Updated**

- The length of time the client is in the salon will become part of the risk assessment for defining close contact (link to close V Casual contact). **Updated**

- Services should be facilitated by appointment where applicable or a protocol for dealing with walk in clients should be developed in line with physical distancing guidelines and allow time for cleaning station. **Updated**

- COVID-19 Questionnaire should be explained or displayed on salon entry (see example in Appendix 1)

# Hairdressing Salons/
# Barber shops Control Measures.

## Hygiene and Sanitation protocols

Many of the measures outlined below currently form the basis of salon **Standard Operational Procedures.**

- A cleaning and disinfection checklist that can be adapted for your salon can be found **HERE**[1]**.**

- Information on cleaning in non-healthcare settings is available from the **European Centre for Disease Control**[2]**.**

- All cleaning and disinfecting chemicals should be used and stored in accordance with the manufacturer's directions. Cleaning chemicals and procedures should be verified as effective against Covid 19 . **Updated**

- All workstations and their surroundings will be cleaned and sanitised after every service.

- All styling chairs and their surroundings will be cleaned and sanitised after every service.

- All equipment will be cleaned and sanitised before and after every service.

- All salon laundry must be laundered at minimum temperature of 60c before and after each client or a disposable towel is used for each individual client.

- All basins will be sanitised between each service.

- High touch surfaces should be regularly cleaned and sanitised.

- All areas to be cleaned and sanitised regularly during the day.

- Increase number of waste collection points and ensure these are emptied regularly and at the end of each day.

- Extra care should be taken when handling disposable masks waste. **Updated**

## Preparing for reopening

- Detailed information in regard to cleaning in a non-healthcare setting was issued by **ECDC**[3]**.**

- It is recommended to thoroughly clean the salon/barber shop prior to reopening.

- Review how you will continue to ensure the hygiene and sanitization of your salon, it's workstations and common areas are to be maintained. Ensure suppliers of sanitisation products to the salon verify products are suitable for use. **Updated**

# Legionella

Hairdressers and Barbers need to put in place control measures to avoid the potential for Legionnaires' disease before they reopen. Further advice on the prevention of Legionnaires' disease after the COVID-19 Pandemic is available on the **HSA website**[4]**.**

# Ventilation and Air Conditioning

It is vital to allow as much ventilation into the building as possible. It is recommended to increase the ventilation levels through use of air conditioning or by opening doors and windows to renew the air more regularly in the place of work.

- A/C units must be cleaned regularly and well maintained to be effective. Fresh air is generally considered as most effective form of ventilation.

- For salons without air conditioning adequate ventilation is encouraged, for example, **Updated** by opening windows where feasible etc.

1. https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/employers_checklist_no5_cleaning-and-disinfection1.pdf

2. https://www.ecdc.europa.eu/sites/default/files/documents/coronavirus-SARS-CoV-2-guidance-environmental-cleaning-non-healthcare-facilities.pdf

3. https://www.ecdc.europa.eu/sites/default/files/documents/coronavirus-SARS-CoV-2-guidance-environmental-cleaning-non-healthcare-facilities.pdf

4. https://www.hsa.ie/eng/Publications_and_Forms/Publications/Chemical_and_Hazardous_Substances/Legionaires_Disease.pdf

# Protocols for the Reopening of Salons – Client Journey

## (A) Pre-visit

- Services should be by appointment where possible and procedures should be developed for walk in services.

- COVID-19 screening questions should be displayed on entry to the premises.

- Salon and clients/visitor Hygiene Protocols should be posted Online and in Salon.

- Procedures to handle walk ins and vulnerable clients should be in place.

## (B) Entering the Salon/Barber Shop

- The COVID-19 hygiene and salon protocol should be posted at every entry point.

- Hygiene posters should be present on arrival, see samples HERE[1].

- Sanitation stations should be available at every entry and exit point.

- Implement a no touch greeting policy.

- High touch surface such as door handles, stair railings, light switches to be constantly disinfected.

- Metre marker, barrier tape or floor marking to ensure social distancing is displayed.

## (C) Reception and Retail

- Manage social distancing requirements in retail area.

- A protective screen at the reception desk is advisable where applicable.

- Hand sanitiser for customers should be provided.

- Contactless payments should be encouraged where possible.

- Clean and disinfect shelves regularly.

- Clean and disinfect retail products regularly if handled by clients.  **Updated**

- Remove product testers, or provide single use testers.  **Updated**

## (D) Sanitation Zones

- Establish hand sanitation zones, ensure that there is a sanitation area on arrival and throughout the salon.

## (E) Gowns & Towels

- If disposable gowns and towels are used in salon they should be disposed of directly into a waste bin.

- Where disposable gowns and towels are not used, regular towels and gowns should be used once and laundered.

- Gowns & towels must be laundered to a minimum of 60 degrees

## (F) Consultation and Service

- The consultations and hairdressing service should be performed as practicable from the back of the client's head.

- The hairdresser or barber should maximize their body position as much as possible to increase the physical distance from the client.

## (G) Reading Material

- No shared reading magazines/books/newspapers should be allowed.

## (H) Implements, brushes & Tools

- All equipment is to be clean and sanitised before and after each client.

# (I) Restrooms

- Clean and disinfect high touch areas regularly.

- Liquid soap and hand sanitiser should always be present.

- Display Hand Washing signs.

1. https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/hand-hygiene-poster-english.pdf

# COVID-19 Return to Work Safely Protocol – Client Journey Sample Checklist

| No | Topic | Yes/No | Action Required |
|---|---|---|---|
| **A** | **Pre Arrival** | | |
| A1 | Have you communicated and posted new salon procedure online? | | |
| A2 | Have you communicated to customers and advised them to stay home if they are feeling symptomatic and follow HSE guidelines on self-isolation? | | |
| A3 | Have you updated your appointment booking protocol? | | |
| A4 | Have you made provision for a walk-in client protocol in line with physical distancing recommendations? | | |
| A5 | Have you developed a provision for elderly or vulnerable clients? | | |
| **B** | **Salon/ Barbershop Point of Entry** | | |
| B1 | Have you displayed any relevant COVID-19 screening question at the entrance? | | |
| B2 | Have you displayed your hygiene and salon protocol at the building entrance? | | |
| B3 | Have you established hand sanitation Zones at the entry and exit? | | |
| **C** | **Reception/ Retail area** | | |
| C1 | Have you placed a physical barrier screen at reception if applicable? | | |
| C2 | Have you developed a policy asking clients, relevant COVID-19 screening questions? | | |
| C3 | Have you developed a policy that ensures that a contact log can be maintained? | | |
| C4 | Have you placed metre marking and any relevant signage to remind clients of physical distancing? | | |
| C5 | Have you developed a no touch greeting policy? | | |
| C6 | Have you developed a policy around managing any retail areas? | | |
| C7 | Have you established a cleaning and sanitation policy for all high touch area's and surfaces? | | |
| **D** | **Sanitisation Zones** | | |
| D1 | Have you established hand sanitation Zones throughout the salon/barber shop?<br>• all entry/exit points<br>• high traffic areas | | |
| D2 | Have you developed a protocol to ensure clients preform hand hygiene? | | |
| **E** | **Gowns and Towels** | | |
| E1 | If required, have you revised your laundry policy? | | |
| E2 | Have you a protocol for the use and disposable of single use gowns/towels? | | |
| **F** | **Consultation and Service delivery** | | |
| F1 | Have you risk assessed and adjusted your standard operational procedures (SOP's) to account for any new measures required to carry out the service that are reasonable and practicable. | | |
| **G** | **Shared Reading Material** | | |
| G1 | Have you removed all shared reading material? | | |
| **H** | **Implements and Equipment** | | |
| H1 | Have you a policy in place to ensure all implements and equipment are cleaned and sanitised before and after each use. | | |
| **I** | **Restrooms** | | |
| I1 | Establish a protocol for cleaning and sanitise high touch surfaces regularly | | |
| I2 | Ensure there is always soap or hand sanitiser available | | |
| I2 | Ensure there is always soap or hand sanitiser available | | |

# Appendix 1:  Client/ Visitor COVID-19 Questionnaire –  Sample

| Visitor/Contractor Covid-19 Questionnaire |
| --- |
| Name: |
| Address/ Eircode: |
| Mobile No.: |
| Stylist/ Barber: |
| Date: |

In line with new EU traffic light system it is at the discretion of the salon policy  to discuss with a client on an individual basis if they have returned from travel out of Ireland and in line with localised lockdown policies

**Updated**

Where this is the case, you are prohibited from entering the salon/barber shop and advised to seek professional medical help/ assistance in line with HSE Guidelines.

|  |  | Yes | No |
| --- | --- | --- | --- |
| 1. | Have you visited any of the countries outside Ireland excluding Northern Ireland? | ☐ | ☐ |
| 2. | Are you suffering any flu like symptoms? | ☐ | ☐ |
| 3. | Are you experiencing any difficulty in breathing, shortness of breath? | ☐ | ☐ |
| 4. | Are you experiencing any fever/temperature symptoms? | ☐ | ☐ |
| 5. | Did you consult a Doctor or other medical practitioner? | ☐ | ☐ |
| 6. | How are you feeling Health wise? **Well** ☐ **Unwell** ☐ | | |
| 7. | Have you been in contact with someone who is confirmed to have COVID-19 has visited an affected region in the past 14 days? | ☐ | ☐ |
| NOTE: When in salon, please adhere to our in-salon standard processes/procedures regarding infection control, i.e. hand washing/hand sanitising and general coughing/sneezing etiquette? | | | |

Signature:                                                                     Date:

**This document has been developed and supported by:**

- Carmel Connaire Glantar Hygiene and Standards Training & Auditors for the Hair and Beauty Industry

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