

COVID-19 Guidance for Hair Salons and Barbershops



This guidance applies to both Restrict (Orange) and Control (Red) Zones

Please note:

Effective November 16, 2020, in accordance with the Restrict (Intermediate Measures) – Orange Zone under [Ontario Regulation 364/20](#), this guidance document has been updated to include changes in the following areas:

- **No personal care services that require the removal of a mask or face covering may be provided**
- Record the **name contact information for all clients**
- Any locker rooms, change rooms and showers must be closed
- Any whirlpools, baths, hot tubs, floating pools or sensory deprivation pods must be closed
- Ensure that a [safety plan is prepared](#) and available upon request.

When providing colouring, cutting or styling services, staff and clients are in close contact. COVID-19 can spread from person-to-person through close contact from respiratory droplets of someone with COVID-19. This checklist outlines the **required measures** to reduce the spread of COVID-19 in your establishment. Please note that the requirements under the [Ontario Personal Service Settings Regulation 136/18](#) still apply.

Staff Health & Screening

- Employers are required to ensure their employees and essential visitors (e.g., maintenance, delivery) complete a [COVID-19 screening tool](#) (or [Ontario online COVID-19 self-assessment tool](#)) before coming to work or upon arrival.
- Remind employees about the importance of reporting illness to their supervisor/manager
- Employers/employees should not work if they are not feeling well or have COVID-19 symptoms
 - If an employee/employer becomes sick with COVID-19 symptoms while working, they should go home immediately and [self-isolate](#).
 - Employers/employees experiencing symptoms should visit an [assessment centre](#) for testing.
- Employers/employees should not work if they have traveled [outside of Canada](#) within the past 14 days.
- Establish criteria for employees who have been sick to return to work:
- Employees who tested positive for COVID-19 are able to return to work following the guidance from Public Health, as outlined in the [WDGPH Guidance After COVID-19 Testing](#).
 - For other illnesses, or if the individual received a negative COVID-19 test, they should not come to work until they are symptom-free for at least 24 hours.
 - Clearance tests are not required for return to work. Please refer to the [WDGPH Testing & Clearance Guidance for Workplaces \(Non-Health Care Settings\)](#).

- Implement flexible work schedules and staggered lunch and break times to limit the number of staff in the premises at one time.

Personal Protective Equipment (PPE)

- Staff must use a [mask/face covering](#) at all times while providing services and are changed when they become damp or soiled. Used masks are laundered or discarded appropriately.
- Enhanced worker protection requiring eye protection (e.g. goggles or face shield) **and** a face covering be worn where patrons without face coverings are within 2 metres of workers.
- Please note that a face shield is **not** a substitute for a mask/face covering. A mask/face covering **must** be worn underneath a face shield.
- Train staff on the proper use of personal protective equipment (PPE), including [putting on](#) and [taking off](#) masks/face coverings, face shields/goggles, and gloves if worn.
- Assign re-usable face shields/goggles to each staff and ensure that they are cleaned and disinfected between each use.

Workstations

- Organize workstations and equipment so that they are 2 metres apart or equipped with [Plexiglas barriers/dividers](#) to ensure separation between clients and staff.
- Alcohol-based hand rub (ABHR) with a minimum of 70% alcohol concentration is available at each workstation for staff and client use.

Protective Measures to Keep Everyone Safe

- Post [signage](#) at the entrance that denies entry to clients with COVID-19 symptoms and/or who have been in contact with someone with COVID-19.
- Post [signage](#) for handwashing or that [alcohol based hand rub](#) (ABHR) and make ABHR available at the entrance and throughout the premises.
- Post physical distancing [signage](#) in high visibility areas to remind clients to keep 2 metres apart from others.
- The number of staff and clients within the space is restricted to ensure physical distancing.
- Clients are not permitted to bring guests. A child may be accompanied by an adult if the appointment is for the child. Children should not accompany a parent/guardian to the adult's appointment. All individuals, including a parent/guardian accompanying a child, are to be screened for COVID-19 prior to entry.
- Waiting area capacity should be limited as much as possible. Clients should wait outside until called for their appointment.
- Clients must wear a face mask/covering for the duration of the service. Children under the age of 2 are not required to wear a face mask/covering.
- Clients and staff must wash hands or use ABHR before and after providing/receiving service.
- Clients are not to touch/handle retail supplies. A 2 metre distance or Plexiglas barrier/divider should be used when viewing items.

- Remove items that are not necessary for providing service (e.g. magazines, décor).
- Credit/debit/e-transfers with no signature transactions are preferred for payment.

Prepare a Safety Plan

- [Prepare and make available a safety plan](#) in accordance with the requirements outlined under [O. Reg 364/20](#), section 5, including:
 - Describe the measures and procedures which have been implemented or will be implemented in the establishment to reduce the transmission risk of COVID-19,
 - Describe how the requirements under O. Reg 364/20 will be implemented by including screening, physical distancing, masks or face coverings, cleaning and disinfection of surfaces and objects and the wearing of personal protective equipment,
 - The safety plan shall be in writing and shall be made available to any person for review or request, AND
 - A copy of the safety plan must be posted in a conspicuous place where it is most likely to come to the attention of individuals working in or attending the location

Client Screening and Scheduling Appointments

- Schedule client appointments by phone or online. Ask walk-in clients to call from outside the premises to make an appointment.
- Record the name and contact information of every client
 - Maintain the records for at least one month
 - Only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of the that Act or as otherwise required by law
- [Screen](#) clients for COVID-19 symptoms when booking appointments and upon arrival.
 - For example, requiring patrons to complete the [Ontario Online COVID-19 Self-Assessment](#) upon entrance.
 - Ensure [screening signage](#) is posted instructing people with symptoms not to enter.
- Clients are informed that a mask/face covering is worn for the duration of their appointment. For clients who cannot tolerate a mask/face covering, the appointment must be made at the end of the day when there are no other clients on-site.
- Ensure that you have scheduled sufficient time between appointments to clean and disinfect equipment and workstations between clients.

Non-medical Face Coverings (Section 22 Order)

- Under the [Ontario Regulation 364/20](#) and [Section 22 of the Health Protection and Promotion Class Order](#), the person responsible for a business shall ensure any person in the indoor areas of the business, wears a mask or face covering that covers their mouth, nose and chin while in the indoor area
- [People who are exempt](#) from wearing a face covering are:
 - Children under the age of two years
 - Children under the age of five years (either chronologically or developmentally) who refuse to wear a face covering and cannot be persuaded to do so by their caregiver

- People whose ability to breathe in any way is inhibited by the face covering
 - People that have any other medical reason they cannot wear a face covering safely, such as, but not limited to, respiratory disease, cognitive difficulties or difficulties in hearing or processing information
- Proof of exemption from mandatory face mask order not required

Providing Services

- No personal care services that require the removal of a mask or face covering may be provided**
- Hair dryers can only be used if all clients and staff in the business are wearing a mask. Try to limit use of the hair dryer, especially near the face
- Clean towels are used to remove cut hair. Brushes are not permitted
- A clean cape is used for each client. Capes are laundered after each use. A single use barrier (towel or neck strip) is used to prevent direct skin contact with the cape
- Locker rooms, change rooms and showers must be closed, except to provide access to equipment storage, a washroom or a portion of the business that is used to provide first aid

Environmental Cleaning and Disinfection

- Cleaning and disinfection of tools should continue as indicated in the [Ontario Personal Service Settings Regulation 136/18](#)
- High touch surfaces (i.e. phones, computer, cash register, credit card machine, door handles, faucets, toilet handles) are to be [cleaned and disinfected](#) twice daily and when visibly soiled. Surfaces that come into contact with clients are to be cleaned and disinfected after client
- Consider the suspension of towel services
 - If offered, towels should be clearly separated (clean and used) and appropriately laundered between uses (using laundry detergent, hot water 60°C to 90°C and dried well).

More information

Operators who need support finding personal protective equipment can contact the provincial government for further information at <https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus> or 1-888-777-0554.

Adapted with permission from Toronto Public Health.