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HAIR AND BEAUTY INDUSTRY CONFEDERATION IRELAND

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SAFELY

**Covid-19
Reopening Guidance for
Beauty Salons
& Spas**

JUNE 2020

This document has been developed and supported by:

- Hair and Beauty Industry Confederation (HABIC)
- Irish Spa Association (ISA)

Protection Procedures for the Employees against COVID-19

The beauty and spa 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 Beauty Salons and Spas 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.'

Return to Work Safely Protocol

A Government of Ireland initiative brought to you by the Department of Business, Enterprise and Innovation and the Department of Health

Return to Work Safely Protocol Workplace Safety Guidelines Published

→ The Return to Work Safely Protocol describes the steps that employers and workers shall take in order to reduce the risk of the spread of COVID-19 in the workplace. It also provides advice on the measures recommended by Government to reduce the spread of COVID-19 in the community.

→ Familiarise yourself with the Protocol at dbei.gov.ie



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[The Return to 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 and 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](#).

- <https://dbei.gov.ie/en/Publications/Return-to-Work-Safely-Protocol.html>
- <https://www.hse.ie/eng/>

What Actions Should Employers Take?

Plan and Prepare

- Each Business must develop a COVID-19 response plan. [Response Plan Template](#)⁴.
- 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 review their opening/trading hours.
- 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

- HSA BeSmart.ie Toolkit and portal <https://www.besmart.ie>¹²
- 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
- Additional resources including a HSE toolkit and templates are available at: <https://www.hse.ie/eng/staff/safetywellbeing>¹¹
- 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.
[Sample Checklist: Planning and Preparing and Implementing Control measures to prevent Infections](#)¹³

Employees

- Each workplace will appoint at least one Lead Worker Representative charged with ensuring that COVID-19 measures are strictly adhered to in their place of work.
- Each Lead Worker Representative should be trained and given a framework and structure to make this work.

[Sample Team Leader Checklist¹⁴](#).

- Training should be delivered on customer services and in particular on how to tactfully approach customer sanitation requirements, contact logging and screening questions.
- Employers will have regular and meaningful engagement with their Lead Worker Representative 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/return_to_work_safely_templates_and_checklists/
2. https://www.hsa.ie/eng/topics/covid-19/covid-19_advice_for_employers_and_employees/
3. <https://dbej.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_and_checklists/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/>
8. <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/employersguidance/>
9. https://www.hsa.ie/eng/news_events_media/news/news_and_articles/nsai_-_covid-19_workplace_protection_and_improvement_guide.pdf
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/

- The number of Lead Worker Representatives 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.

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- 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. [Sample Induction Template¹](#).
 - Employers will ensure all employees complete a pre-return to work form. Employees must complete this form at least 3 days in advance of the returning to work. [Sample Return to Work Template²](#).

• 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 [HERE¹](#).
- 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.
- Communicate any changes to opening hours.
- Advise vulnerable and elderly clients of any protocols for dedicated appointments available.

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-19²](#).

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 metres. 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 \(PHECC\)³](#).

Employee's Responsibility

- Employees should follow [the public health advice and guidance⁴](#), as well as any specific direction from their employer.
- Employees should be familiar with the [Governments Return to Work Safely Protocol](#).
- Employees must 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 Template⁵](#).
- The Government's "[In This Together Campaign⁶](#)" 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.

- https://www.hsa.ie/eng/topics/covid-19/covid-19_coronavirus.html
- https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/
- https://www.phecit.ie/PHECC/Publications_and_Resources/Newsletters/Newsletter_Items/
- [2020/ PHECC_COVID_19_Advisory_v1.aspx](#)
- <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>
- https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/

Prevention and Control Measures

Hand Hygiene and Respiratory Etiquette

The infographic is titled "Coronavirus COVID-19" and features the HSE logo and "Coronavirus COVID-19 Public Health Advice". It is set against a yellow background with a red box for key advice. The "How to Prevent" section includes six icons: hands being washed, a person covering their mouth, hands being avoided, a person cleaning a surface, hands being stopped from shaking, and a 2m distance icon. The "Symptoms" section lists fever, cough, shortness of breath, and breathing difficulties. The "Affected Regions" section points to the HSE website. The "For Daily Updates Visit" section also points to the HSE website. At the bottom, it states that Ireland is operating a containment strategy in line with WHO and ECDC advice, and includes the HSE and Government of Ireland logos.

Coronavirus COVID-19

Coronavirus COVID-19 Public Health Advice

If you have fever and/or cough you should stay at home regardless of your travel or contact history.

How to Prevent

- Wash**
your hands well and often to avoid contamination
- Cover**
your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue
- Avoid**
touching eyes, nose, or mouth with unwashed hands
- Clean**
and disinfect frequently touched objects and surfaces
- Stop**
shaking hands or hugging when saying hello or greeting other people
- Distance**
yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell

All people are advised to:

- > **Reduce** social interactions
- > **Keep a distance** of 2m between you and other people
- > **Do not** shake hands or make close contact where possible

If you have symptoms visit hse.ie
OR phone HSE Live **1850 24 1850**

Symptoms

- > Fever (High Temperature)
- > A Cough
- > Shortness of Breath
- > Breathing Difficulties

Affected Regions

Check the list of affected regions on www.hse.ie

For Daily Updates Visit

www.gov.ie/health-covid-19
www.hse.ie

Ireland is operating a containment strategy in line with WHO and ECDC advice

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- Employers should provide training on these practices and keep a record of this training.
- 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 advice¹.](#)
- Employees must wash their hands thoroughly before and after each customer and use hand sanitiser before attending to clients.
- Employees should demonstrate sanitisation 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 [HERE²](#).

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 HERE³](#).

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 organisational 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.
- Clients that attend for appointments should be screened; all clients should be asked the COVID-19 questions outlined in Appendix 1.
- 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.
- Observe the current government and [NPHET guidelines⁴](#) on face-masks.
- 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 therapist should maximise 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 HERE⁵](#).
- Display the signage on the COVID-19 measures in visible locations to ensure that customers are also adhering to what is required. [Resources HERE⁶](#).

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- <https://www.youtube.com/watch?v+ztj7JhMt3Wc>
 - <https://www2.hse.ie/wellbeing/how-to-wash-your-hands.html>
 - <https://www.gov.ie/en/publications/472f64-covid-19-coronavirus-guidance-and-advice/#symptoms>
 - <https://www.gov.ie/en/publication/aac74c-guidance-on-safe-use-of-face-coverings/>
 - 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.
- All high touch surfaces should be cleaned and sanitised regularly.
- Social distance signage should be displayed in staff rooms.

Contact Logging and Appointments

- A system for recording visits to the beauty salon or spa by employees/clients should be put in place by employers.
- 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.
- COVID-19 Questionnaire should be explained or displayed on salon entry (see example in Appendix 1)

Beauty Salons/ Spa 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.
- All workstations and their surroundings will be cleaned and sanitised after every service.
- All chairs and beds 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 sinks, etc 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.

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 sanitisation of your salon, it's workstations and common areas are to be maintained.

Legionella

Beauty salons and spas 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.

- Air conditioning is not generally considered as contributing significantly to the spread of COVID-19.
- For salons without air conditioning adequate ventilation is encouraged, for example, by opening windows where feasible etc.

- https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/employers_checklist_no5_cleaning-and-disinfection1.pdf
- <https://www.ecdc.europa.eu/sites/default/files/documents/coronavirus-SARS-CoV-2-guidance-environmental-cleaning-non-healthcare-facilities.pdf>
- https://www.hsa.ie/eng/Publications_and_Forms/Publications/Chemical_and_Hazardous_Substances/Legionnaires_Disease.pdf

Protocols for the Reopening of Beauty Salons and Spas - 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 in clients should be in place.
- Develop a protocol that supports vulnerable and elderly Clients visiting the Salon.

(B) Entering the Beauty Salon/Spa

- The COVID-19 hygiene and salon protocol should be posted at every entry point.
- Hygiene posters should be present on arrival, see samples [HERE¹](#).
- 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
- Remove product testers.

(D) Sanitation Zones

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

(E) Robes and Towels

- If disposable robes and towels are used in salon they should be disposed of directly into a waste bin.
- Where disposable items are not used, regular towels and gowns should be used once and laundered.
- All salon laundry should be laundered to a minimum of 60 degrees

(F) Consultation and Service

- The therapist should maximise 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 & Tools

- All equipment is to be cleaned and sanitised before and after each client.
- All manufactures and suppliers guidelines should be followed in relation to the correct method of cleaning and sanitisation.
- Where possible single use implements should be used.

(I) Restrooms

- Clean and disinfect high touch areas regularly.
- Liquid soap and hand sanitiser should always be present.
- Display Hand Washing signs.

• <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 areas and surfaces?		
D	Sanitisation Zones		
D1	Have you established hand sanitation Zones throughout the salon/barber shop? <ul style="list-style-type: none"> • all entry/exit points • 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:	

To ensure the Safety & Health of all people interacting with _____ (insert Salon Name), clients and visitors must complete this declaration form prior to entering or on arrival our salon.

If you indicate to us you have symptoms of COVID-19 OR you have been abroad in the last 14 days with exception to Northern Ireland you will be required to either restrict your movements or self-isolate.

Where this is the case, you are prohibited from entering the salon/spa 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?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are you suffering any flu like symptoms?	<input type="checkbox"/>	<input type="checkbox"/>
3. Are you experiencing any difficulty in breathing, shortness of breath?	<input type="checkbox"/>	<input type="checkbox"/>
4. Are you experiencing any fever/temperature symptoms?	<input type="checkbox"/>	<input type="checkbox"/>
5. Did you consult a Doctor or other medical practitioner?	<input type="checkbox"/>	<input type="checkbox"/>
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?	<input type="checkbox"/>	<input type="checkbox"/>

NOTE: When in salon/ spa, please adhere to our in-salon/spa standard processes/procedures regarding infection control, i.e. hand washing/hand sanitising and general coughing/sneezing etiquette?

Signature: _____ Date: _____

