

Industry Reopening Guidelines *Barbershops and Salons (Cosmetology, Nails, and Esthetics)*

Reopening barbershops and salons amid the COVID-19 pandemic will require adherence to best practices and local-level Directed Health Measure guidelines to decrease risk to staff and clients. The following best practices apply to all barbershops, salons, cosmetics services, cosmetology, hair services, nails, esthetics, and similar beauty practices. The following best practice recommendations should be used in conjunction with current [Nebraska Sanitation and Safety Regulations for Cosmetology and Esthetics](#), and [Nail Technology](#), and [Nebraska Board of Barber Examiners](#) guidelines. These guidelines may be adjusted as necessary during the period of COVID-19. Shop owners should visit OSHA "[Guidance on Preparing Workplaces for COVID-19](#)" for additional information. (<https://www.osha.gov/Publications/OSHA3990.pdf>)

Please also refer to additional industry guidance from [Barbicide](#) and the [Esthetics Council](#). Disinfectant used in operations should follow [EPA regulations](#).

Adhere to county Directed Health Measures (DHMs). While Salons, Barbershops, Nail and Cosmetics salons are permitted to open on May 4, 2020 in some Nebraska counties in compliance with health measures, others are not. View more information on Directed Health Measures at the following DHHS link: <http://dhhs.ne.gov/Pages/COVID-19-Directed-Health-Measures.aspx>

State of Nebraska Requirements: All clients and staff MUST wear facemasks on site. Barbershops and salons MUST adhere to the 10-person rule. Post local DHM requirements at entry to the facility. ***Note:** The following are **best practice guidelines** meant to increase trust between customer/staff and lead to compliance with local-level Directed Health Measures (DHMs). **They are not mandates.** Please check with your local health department on required health measures.

Top Recommended Best Practices:

1. Encourage appointments to be made online or by phone, discourage walk-ins
2. Customers should wait outside in the car prior to being called in for the appointment, or wait in line 6' apart in front of the shop or salon
 - a. Discourage customers bringing in personal items (purses, jackets, etc.)
3. Customer chairs should be 6' apart
 - a. Use every other chair, or if not feasible, place a nonporous barrier between chairs (ie Plexiglas)
4. Remove items that cannot be disinfected from the lobby – magazines, stylebooks, etc.
5. **Check your local health regulations:** in some cases, shops and salons will be required to take employee temperature upon reporting for shift. Staff that present with a fever of 100.4 may not provide services and should return home.
6. **Prepare to ask customers the following questions upon entering the shop (via tablet, email, POS, etc). Reserve the right to refuse service if the answer is "YES" to any of these questions.**
 - a. *Handle Paper screening questions/sign in with gloves, then place in an airtight container*
 - b. Have you had a cough?
 - c. Have you had a fever?
 - d. Have you been around anyone exhibiting symptoms of COVID-19 in the past 14 days?
 - e. Are you living with anyone who is sick or quarantined?

7. Customers and staff must wear face masks
8. Utilize disposable or reusable capes, replacing with a clean cape for every customer
 - a. Launder porous or disinfect non-porous capes
 - b. Wash in hot water and dry on high heat
9. Disinfect frequently touched objects between customers: capes, brushes, hand mirrors, etc
10. Encourage advance payment online, contactless payment, cards, gift cards over cash

Prepare to Reopen

***Note: the following are recommended best practices, not mandates.**

- Prepare to use every other chair/station or arrange seating 6' apart
 - o Where this is not feasible, consider installing a nonporous barrier (ie Plexiglas) between client chairs
- Where possible, utilize front and rear doorways to establish one-way traffic flow through facility
- Stagger employee schedules
- Stagger delivery schedules
- Alert clients about new policies via email or phone
- Install infrastructure for clients to pay ahead online, buy online gift cards
 - o Consider using payment options like Venmo, Zelle, etc to avoid POS contact
 - o If cash must be handled, do so with gloves
- Prepare system to have clients wait in cars or outside until called in for service
 - o Wait seating outside the facility must be 6' apart, marked
 - o Disinfect outside waiting chairs every hour, or dependent upon high, low-traffic
- Purchase disinfectant wipes, hand sanitizer, masks, face shields, and all other needed disposable equipment
- Require freshly laundered/disinfectable/disposable cape for each client
 - o Only nonporous capes can be disinfected
- Put new policies IN WRITING
- Create signs/posters advising of new policies
- Order PPE, masks and client capes
 - o Cloth face masks can be used where medical grade are not available
 - o Cloth face masks must be washed as required by the [CDC](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html)
 - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- Maintain supply of cleaning/disinfecting agents and wipes
- Deep clean/disinfect all hard surfaces
- Consider replacing HVAC and Hair Dryer filters

The Customer Journey amid COVID-19 Reopening

General:

- **Maintain physical distancing when possible inside the shop**
- **Place new policy signage in plastic covering**
- **New policy signage should be visible at entrance, at each station, in the breakroom**
- **Any services requiring the removal of mask should not be performed**
- Disinfection is for hard non-porous surfaces, glass, metal, and plastic
- Launder reusable capes, smocks daily on high heat
- Do not stack towels at client stations
 - o Keep towels in airtight locations separate from client stations

- Disinfectant wipes should be placed at each station, in the lobby, in the bathroom, and in the break room
 - o Where placing wipes at each station is not possible, position one disinfectant wipe container for a section of chairs
 - o Disinfect the section's disinfectant wipe container minimum once per hour
- Hand sanitizer should be available at each station, in the lobby, in the break room
 - o Where placing sanitizer at each station is not possible, position one sanitizer container for a section of chairs
 - o Disinfect the section's sanitizer container minimum once per hour
- **Check your local health regulations:** in some cases, shops and salons will be required to take employee temperature upon reporting for shift. Staff that present with a fever of 100.4 may not provide services and should return home.
- **Prepare to ask customers the following questions upon entering the shop (via tablet, email, POS, etc.). Reserve the right to refuse service if the answer is "YES" to any of these questions.**
 - o Have you had a cough?
 - o Have you had a fever?
 - o Have you been around anyone exhibiting symptoms of COVID-19 in the past 14 days?
 - o Are you living with anyone who is sick or quarantined?
- Ask the above questions to customers upon entering for each appointment

Staff Considerations:

- **Stagger shifts to comply with Directed Health Measures and reduce the quantity of persons in the shop**
- Staff must wear masks throughout greeting and service
- Staff should consider bringing a change of clothes to change into after the shift
- Staff should keep cell phones away or in a central location with disinfecting wipes available
 - o Disinfect the cell phone after use
- Provide staff with masks, face shields, or safety goggles to minimize contact with respiratory particles
- Recommend stylist aprons/smocks be changed throughout the day. Wash daily.
- Staff should self-report if they are experiencing symptoms of COVID-19
 - o Staff should not present if experiencing symptoms, becoming sick, or if they have a fever of 100.4 F or above

Customer Considerations:

- Customers must wear masks for the appointment for their safety and that of staff
- Encourage customers pay only via prepay or card
- Encourage customers to wait in cars, where possible, or in line 6' apart in front of the shop before being called in
- Encourage customers to wash hair prior to appointment
 - o This practice will help decrease the use of blow dryers

Items to Disinfect Frequently:

*Disinfect ALL implements, tools, and equipment used when providing services between each customer

*Disinfect all items with an [EPA registered product](#).

Step-by-Step Customer Visit – Best Practices

***Note:** the following are recommended best practices, not mandates.

Making Appointments:

- Discourage walk-in appointments
- Encourage appointments made in advance via phone, online
- Encourage online pre-pay via credit, debit, and gift cards

Front Door:

- Clean doors every 30 minutes inside and outside of salon
 - o Use 30 minutes as a baseline
 - o Disinfect in accordance with high or low-usage
- Wipe down door windows inside and out every 30 minutes
 - o Use 30 minutes as a baseline
 - o Disinfect in accordance with high or low-usage
- Hand sanitizer dispenser inside the front door for clients
- **Optional:** place wipes by door

Lobby:

- **Remove all items that cannot be disinfected: magazines, style books, etc.**
- **Add signage or tape marking to designate where customers can stand (6' apart)**
- Wipe down lobby chairs every 30 minutes
- Have hand sanitizer available for customer use
- Reduce quantity of chairs in the lobby, or increase space between chairs
- Place a covered garbage can in the lobby to dispose of wipes
- Wipe down light switches daily
- Remove toys, games, TV remote, promotion materials, beverages and coffee machine
- Remove sign in sheets – **customers should sign in on the POS (tablet, etc.)(disinfect after use)**
 - o **Customers should answer the health questions indicated above**
 - o If the shop or salon does not have digital infrastructure, use gloves to handle paper documents that come into contact with customers.
 - Place these papers in an airtight container
- Discourage customers from bringing in personal items (purses, jackets, etc.)
 - o If a customer brings in personal items, keep outerwear (purses, jackets, etc) separated
- Designate a shelf for clients to place products they have chosen but not yet purchased so they can be sanitized

Welcome:

- **Each staff member should wash their hands or apply hand sanitizer in front of the customer**
- No hand shaking or physical contact with the customer
- Stylists must wear masks throughout the greeting and service

Moving to Chair:

- Wipe down the arms of the chair before the customer sits down
- Wipe down the station
- New neck strips for each guest

- **Cape options:**
 - o Purchase capes so that every customer has a fresh cape. Have extra on hand.
 - *Alternative option: if you are unable to launder capes between customers, encourage the customer bring a nonporous, disposable barrier to wear underneath the cape to protect the customer (ie plastic, garbage bag)
 - o Use an EPA approved disinfectant spray or sanitizing wipes to clean capes between customers
 - o Wash capes midday and at the end of the day on high heat
- Disinfect any equipment touched by the customer with sanitizing wipe between each customer – ie hand held mirrors

Service:

Many of these best practices are set in the Nebraska Sanitation and Safety Regulations. Regulations for Cosmetology, Esthetics can be found [here](#). Nebraska Board of Barber Examiners Rules and Regulations can be found [here](#).

- Any services requiring the removal of mask should not be performed
- Disinfect the handle of any tool used prior to finishing the hair – ie Blow dryer
- Spray disinfectant on shears and clipper blades prior to and after the service
- Remove neck brushes/powder or use barbicide cleansers after each service
- No stacking towels at stations
- Remove product from stations – place in one central location and disinfect after use
- Place used brushes in container (enclosed or open) and labeled “USED”
- Label drawers or containers storing clean items as “SANITIZED”
- Keep clips in closed containers
- Store 1 bottle of hand sanitizer at each station
 - o Where placing sanitizer at each station is not possible, position one sanitizer container for a section of chairs
 - o Disinfect the section’s sanitizer container minimum once per hour
- Clean and sanitize the portable dryer
- Tongs used for hot towels should be stored in a covered container
- Do not hand the product to customers to review – staff should show the product or point to it
- Bring sanitized tools from the backroom to the station in a sealed container or bag

Prior to Service at Nail Stations:

Many of these best practices are set in the Nebraska Sanitation and Safety Regulations. Regulations for Nail Technology salons can be found [here](#). Natural nail salons should regard regulations for [Nail Technology](#) as best practices.

- All items on a nail stations should be new, never used or cleaned and disinfected, then stored in a closed container
- Remove all parts of the pedicure bowl that can be removed
- Clean all removed parts with soap and water, rinse in clean water and then immerse into properly diluted disinfectant for full recommended contact time
- Scrub bowl with soap and water and replace removed parts to bowl
- Rinse bowl with clean water
- Fill bowl again with clean water and proper amount of disinfectant and let stand for proper time (usually 10 minutes)

- If your bowl has jets, allow jets to run for a full 10 minutes with disinfectant

Back Bar/Shampoo Area:

- To shampoo around the customer's ears, request the customer to remove mask attachment areas and manually hold the mask for service
- Shampoo bowl disinfected after each service
- Clean and disinfect the hot towel dispenser
- Towels should be stored in cabinets/air tight container
- Shampoo chair wiped down with disinfecting wipes before and after service
- Shampoo capes wiped down with disinfecting wipes after each use and allowed to air dry
- Place used perm rods in covered container to be sanitized daily
 - o Once sanitized, place in covered sanitized container
- Disinfect back bar/shampoo products after each use with disinfecting wipes

Check Out and Product:

- Remove cape and wipe down with disinfecting wipe
- Remove neck strip and put in garbage
- Wipe credit card terminal after use by customer with disinfecting wipe
 - o Consider turning off credit card signature required to reduce touching of the screen
 - o If cash must be handled, do so with gloves
- When showing product, use one "display" unit per product type, disinfect after use
- Use disinfecting wipes to sanitize product before customer takes home

After/Before the Next Customer:

- Use hand sanitizer or wash hands before checking out and greeting the next customer

Breakroom/Backroom:

- Disinfect nonporous breakroom/backroom furniture frequently
- Disinfect the administrative computer keyboard, mouse, frequently
- Remove garbage daily
- Garbage can should be covered
- Wash hands before folding towels or capes

Additional Guidance for Esthetics or Cosmetics

- **Follow the hygiene standards listed above:** do not shake hands, wash hands frequently and before each customer, etc.
- For cosmetics:
 - o Use a spatula to dispense color onto a pallet
 - o Do not work directly from the tester
 - o Do not use the back of your hand to mix color or test before applying
 - o Use disposable brushes whenever possible
- Any bedding should be stripped down to its base material
 - o Use disinfecting wipes to disinfect the bedding after each customer

Service:

- Wear a mask and gloves during service

- Consider using a face shield in addition, given the close face-to-face contact
- Discard porous product after use directly into a closed garbage container
- Place used products into a closed container labeled “USED”
- After service, remove linens and place into a closed hamper or directly into the washing machine
- Wash your hands with soap and water

General:

- Electrodes, tips and other equipment that came in direct contact with customer should be disinfected
 - Remove metal conductors to avoid corrosion from disinfectant
- Keep disinfected equipment in a container labeled “SANITIZED” or “CLEAN”
- Empty steamer at the end of every day
- Disinfect the interior of the hot cabinet every day
- For waxing services: use disposable wax collars and discard after use, do not double dip
- Wash uniforms daily
 - Additional clean uniforms or smocks should be used when laundry cannot be done

These guidelines formed, in part, with information from:

*Source 1: <https://www.nationalbarberboards.com/>

*Source 2: https://www.probeauty.org/docs/default-source/coronavirus-documents/pba-back-to-work-guidelines.pdf?sfvrsn=4afa9a9b_12

Nebraska Department of Health and Human Services:

- Sanitation and Safety Regulations for Cosmetology and Esthetics
 - https://www.nebraska.gov/rules-and-regs/regsearch/Rules/Health_and_Human_Services_System/Title-172/Chapter-043.pdf
- Sanitation and Safety Regulations for Nail Technology
 - https://www.nebraska.gov/rules-and-regs/regsearch/Rules/Health_and_Human_Services_System/Title-172/Chapter-034.pdf

Nebraska Board of Barber Examiners

- Rules and Regulations
 - https://www.nebraska.gov/rules-and-regs/regsearch/Rules/Board_of_Barber_Examiners/Title-51.pdf