

Recommendations for the operation of beauty salons during the COVID-19 pandemic

In accordance with the reactivation of certain activities on the basis of the Decision on the Adjustment of Measures, regarding the organization of beauty salon activities, it is recommended to act pursuant to the following recommendations.

1. Spatial, organizational and technical requirements

1.1. Entrance and work area

- **Visible notices.** Information regarding hygienic procedures must be placed and hand disinfectant dispensers must be provided in a visible place for all employees and clients before or immediately after entry.
- **Disinfectant.** Disinfectant dispensers (alcohol based with a concentration of at least 70%) must be made available in the waiting rooms, or in the entrance area, pay desks and in the work area.
- **Waiting rooms.** The seats in the waiting room have to be organized in such a manner that they meet the physical distancing measure, i.e. with a minimal distance of 1.5 meters between them, and are intended for adults who are accompanying a minor client, if for any reason they are unable to wait outside of the salon. All other clients who arrive have to wait their turn outside.
- **Protective barriers.** In the part of the salon designated for payments of salon services, i.e. pay desk, it is recommended to install a protective barrier made out of Plexiglas or some other transparent material suitable for regular cleaning and disinfection.
- **Physical distancing.** In the salons, it is necessary to ensure a minimum distance of 1.5 meters between all of the people present at the same time, aside from the client and employee during the provision of service. The distance of 1.5 meters has to be ensured in all directions around each workplace.
- **Marking.** Adequate space for movement should be provided. The paths which people use to move inside the salon should be marked.
- **Paper tissues and disposable materials.** It is necessary to ensure a sufficient quantity of paper tissues and other disposable materials, equipment and cleaning, washing and disinfection agents, which also includes waste disposal equipment, in accordance with the instructions.
- **Protective equipment.** It is necessary to ensure a sufficient quantity of protective equipment for the employees.

- **Robes.** It is advised, if possible, to replace the standard client robes with disposable ones.
- **Playrooms.** Parts of the salon which may have been used as playrooms have to be closed off, i.e. put out of commission.
- **Ventilation.** All rooms in the salon have to be ventilated as often as possible, even during inclement weather. Do not forget to ventilate in between shifts.

1.2. Sanitary facilities and rest areas/area

- **Sanitary facilities.** It is necessary to ensure that the sanitary facilities are frequently cleaned and sanitized in a proper manner (see item 2.7).
- It is recommended, if possible, to provide separate sanitary facilities for the clients and employees.
- **Employee break room.** Sufficient space should be ensured for the employee break room, and the chairs and tables should be widely spaced. The 1.5-meter physical distancing criterion should be observed while staying in the break room. The employee break should be limited to a maximum of 15 minutes if two people are using the break at the same time, however, if the employees are staying in the same enclosed rest room, it is recommended that they do not use their break at the same time.

2. Organization of work in beauty salons

2.1. General recommendations

- **Temperature measurement.** Before coming to work, it is recommended that all employees measure their body temperature at home and not come to work if it's higher than 37.2 °C, or if they are also suffering from respiratory problems. In the event of elevated body temperature as well as all respiratory problems, either with or without elevated temperature, it is advised to call a family doctor and not to come to work until the cause of respiratory problems or elevated body temperature is established.
- **Protective measures.** When a single employee is working with multiple clients, it is necessary to strictly implement protective measures: hands must be washed and disinfected between clients and a different set of equipment has to be used.
- **Communicating with clients.** During the provision of service, it is recommended that the communication with the client is reduced to a minimum.
- **Working in shifts.** High space occupancy should be avoided by working in shifts in such a way that the shifts don't overlap. The same employees work the same shifts, due to which contact among employees is reduced. Shift change should be organized so that the employees from one shift do not come into contact with employees from another shift (e.g. in the changing rooms, sanitary facilities, and similar).
- **Payment.** Contactless payment is preferred.
- **Food and beverages.** The consumption of food and beverages is not recommended during the provision of service.



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- **Administrative work.** It is recommended that all administrative work related to salon operation, or office work, for example accounting, should be done at home and not in the salon.
- **Meetings.** Internal meetings and training should be kept to a minimum or, better yet, it should be postponed. Utilize teleconferences and videoconferences as much as possible. If the meetings are necessary, maintain the recommended distance between participants.

2.2. Making appointments

- **Appointments over the telephone.** Staying in the premises in order to make an appointment should be avoided. Appointments should be made over the telephone.
- **People with respiratory problems.** When making an appointment, it should be emphasized that the service will not be provided to people who are exhibiting any symptoms of acute respiratory infection (runny nose, sneezing, coughing, elevated body temperature, and similar). Employees and customers who are exhibiting any of the symptoms which could be indicative of COVID-19 (as abovementioned) are forbidden from coming to the salon. Employees must immediately notify their family physician. Before returning to work, the employees have to have a clear diagnosis.
- **Limited number of clients.** The number of clients who will receive service at the same time has to be adjusted to the number of workplaces in the work area.
- In the event that the clients arrive early and it is impossible to meet the 1.5 m physical distancing criterion, the client will be advised to wait outside the salon.
- Usual interactions and movement of employees in the salon also has to be taken into account. If the minimal distance cannot be maintained due to the usual interaction in the salon, it is recommended to reduce the number of workplaces and people staying in the work area at the same time.

2.3. Receiving clients

- **Hand hygiene.** All clients should be informed at the entrance to the salon to wash and disinfect their hands and explain which preventative measures are currently being implemented in the salon (e.g. the need to wear a face mask, hand hygiene, proper way to cough or sneeze). If necessary, clients should be advised to sneeze into their elbow or paper tissue which has to be disposed into a waste bin immediately afterwards.
- **Information on clients.** The time when the person entered the salon, his contact information (mobile phone number) and the time when they left should be recorded. If it is discovered that a person suffering from COVID-19 was in the salon for an indeterminate amount of time, the epidemiologists will need that information in order to quickly identify and contact the sufferer's contacts, and conduct measures for containing the further spread of infection. Clients should be informed in a timely manner that they will be provided service only if they agree to leave their contact information.

- **Face mask for the clients.** Clients are advised to wear face masks (if surgical masks are not available, they can use cloth masks) except in circumstances in which the mask hinders the procedure or service.

2.4. Performing the service

- **Hand hygiene.** It is necessary to wash and disinfect hands in between clients.
- **Protective equipment.** Protective equipment (a mask which covers the nose and mouth, and a disposable robe for the client) is used during the entire procedure.
- **Face mask and gloves for the employees.** Employees are advised to wear face masks. Cloth face masks may be used in addition to surgical masks. It is recommended to wear gloves in accordance with the usual protocol (for example when dyeing or when using aggressive chemicals).
- If the minimal distance of 1.5 meters cannot be ensured, the client and employee have to at least wear a face mask which covers the mouth and nose. In cases when it is impossible for the client to wear a mask, the service provider must wear a mask and visor when performing services which entail face-to-face contact. The use of a visor is also recommended during other procedures/services where there is prolonged contact with the client and it is not possible to observe the recommended physical distancing. The employer is obligated to provide protection for employees in sufficient quantity. Surgical masks are changed after a maximum of 3 hours of use, and cloth face masks when they become damp.
- When providing the service, the employee will request the client to keep maximum distance which doesn't interfere with the provision of service.
- **Services outside of the salon.** Concerning the provision of services outside of the salon/work area, all of the abovementioned conditions listed for this type of service in relation to hygiene and other prescribed measures have to be met. Before the provision of service, it should be verified whether these conditions can be met at the location where the service will be provided.

2.5. Waste disposal

- **Waste.** All of the waste produced during the provision of service, as well as disposable materials, have to be disposed in appropriate waste bins with lids.
- Two garbage bags need to be placed into the waste bins.

2.6. Cleaning and procedures regarding equipment and work material

- **Use of work equipment.** As a rule, the work equipment should be disposable, and reusable equipment and materials have to be sterilized (e.g. tweezers, manicure/pedicure sets, nail clippers, scissors, hangnail clippers).
- **Disinfecting work equipment.** The equipment is washed and disinfected after every use.
- Before the disinfection procedure, it is necessary to wash the item and the surface so that all



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impurities are removed (grease, secretions and similar). The equipment and accessories have to have a dedicated use (rags, sponges, brooms and similar), and they have to be regularly changed when they become unusable.

- It is recommended to use regular detergents for washing, as well as usual disinfection methods. The recommended disinfectants, such as those with an alcohol base in a concentration of at least 70% or other agent with declared virucidal properties, pursuant to the manufacturer's instructions.
- Reusing accessories on multiple clients without prior cleaning is not allowed.
- Towels and other textiles have to be placed in a lidded container and washed in a washer at a temperature of 60 °C or higher.

2.7. Disinfection and cleaning the work area

- The premises are cleaned in the usual manner but more frequently, i.e. between each shift.
- The work area (chair, mirror, counter) has to be disinfected between clients.
- In order to reduce the risk of infection, the high-touch areas, i.e. telephones, door knobs, keyboards, cash registers and similar, should be frequently wiped down with a disinfectant (e.g. every two hours).
- Instructions for cleaning and disinfecting premises are available at the following links: <https://bit.ly/3bShvw3>

2.8. Receiving associates and unannounced clients

- The arrival of other people (e.g. handymen, couriers, deliverymen) should be organized so that they announce their arrival in advance over the telephone. Then that person should be checked for COVID-19 symptoms (cough, sore throat, elevated body temperature, shortness of breath/trouble breathing, loss of smell and taste), and whether he came into contact with infected COVID-19 patients.
- Unannounced clients can only enter the salon under exceptional circumstances and after they are checked for any potential symptoms indicative of COVID-19 and contact with sufferers.