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Guidance for Barbers & Hairdressers: Enhanced Controls to prevent the spread of Coronavirus

Please note that this document is up to date as of the date shown in the title; please also regularly check your relevant government sector guide and the recent and upcoming changes web page.

All businesses are required to put in controls to prevent the transmission of Covid-19 on their premises by following the government guidance. Failure to do so can result in fines for business owners, if you are unsure on how to implement these controls in your business or have any questions on the below guidance, please contact your local Environmental Health team at your local council for advice.

Introduction

This guidance sets out enhanced measures to prevent the spread of Covid 19 during the current pandemic based on the government guidelines. This guidance applies to all **close contact services such as hairdressers and barbers** and should be read in conjunction with the government's guidance - *Keeping workers and clients safe during COVID-19 in close contact services.*
https://assets.publishing.service.gov.uk/media/5ef2889986650c12970e9b57/Keeping-workers-and-clients-safe-during-covid-19-close-contact-services-230620.pdf

Social distancing guidelines (2m or where not possible, 1m+), MUST be enforced in all premises. Businesses have a responsibility to advise their **customers** to follow social distancing requirements. This can be by means of notices and reinforced verbally.

Where a premises delivers a mix of services, other measures may also be required.

Provide clear guidance on expected **client behaviours**, social

distancing and hygiene to people before arrival (e.g. on your website), when scheduling their appointment, and on arrival with signage and visual aids. Explaining to clients that failure to observe safety measures will result in services not being provided.

1.0 Risk Assessment

If you have not already done so, you should **carry out an assessment of the risks** posed by COVID-19 in your workplace as soon as possible. Please see our two checklists for re-opening and trading safely to help inform your risk assessment, along with the Covid19 risk assessment, which can be used as a guide/starting point and tailored to the needs of your business.

2.0 Managing Risk

Employers have a duty to reduce workplace risk to the lowest reasonably practicable level by taking preventative measures. In the context of COVID-19 this means protecting the health and safety of your workers and clients by working through these steps in order:

- Ensuring both workers and **clients who feel unwell** stay at home and do not attend the premise

- Increasing the frequency of **handwashing** and **surface cleaning**

- Where the **social** distancing guidelines cannot be followed in full, in relation to a particular activity, businesses should consider whether that activity needs to continue for the business to operate, and if so, take all the mitigating actions possible to reduce the risk of transmission between their staff.

- When providing close contact services where it is not possible to maintain social distancing guidelines, **personal protective equipment** in the form of **a clear visor or goggles** <u>and</u> **a Type II Face Mask will be required to mitigate the risk.**
(*Type II face masks are medical face masks made up of a protective 3-ply construction that prevents large particles from reaching the client or working surfaces*)

- Keep **appointment times** as short as possible.

- Use **screens or barriers** to separate clients from one another. If the practitioner is wearing a visor and face mask, screens will not provide additional protection between the practitioner and the individual. Everyone working in close proximity for an extended period of time must wear a **visor and face mask**.

- Use **back-to-back or side-to-side working** (rather than face-to-face) whenever possible.

- Use a **consistent pairing system**, defined as fixing which workers work together, if workers have to be in close proximity (defined as being within arm's-length of someone else for a sustained period of time).

Finally, if people must work face-to-face for a sustained period with more than a small group of   fixed partners, then you will need to **assess whether the activity can safely go ahead**. Services which require workers to be within the **'highest risk zone'** (defined as **the area in front of the face where splashes and droplets from the nose and mouth, that may not be visible, can be present**), for the entire duration or the majority of the time the service is being provided, should not be resumed unless they can be adapted in line with this guidance to make them safe (for example, by moving out of the highest risk zone and wearing a visor and face mask).

3.0 Keeping Clients and Visitors Safe
- Decide which member(s) of staff are going to take appointments to ensure the maximum number of clients is not exceeded.
Take part in NHS Test and Trace by keeping a record of all your customers for 21 days. From 18 September 2020, this became law. Some exemptions apply. Businesses will need to display the official NHS QR code posters so that customers can 'check-in' at different premises using this option as an alternative to providing their contact details once the app is rolled out nationally (from 24 September).
Check 'Maintaining records of staff, customers and visitors to support NHS Test and Trace' for details
All collected data, must comply with the General Data Protection Regulation (GDPR) and should not be kept for longer than is necessary.

All premises should ensure that steps are taken to avoid people needing to unduly raise their voices to each other. This includes, but is

not limited to, **refraining from playing music or broadcasts that may encourage shouting**, including if played at a volume that makes normal conversation difficult. This is because of the potential for increased risk of transmission, particularly from aerosol transmission.

Face coverings for your clients

Face coverings are now mandatory for customers visiting hair salons and barbers.
https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#exemptions

There is growing evidence that wearing a face covering in an enclosed space helps protect individuals and those around them from COVID-19. A face covering can be very simple and just needs to cover the mouth and nose.

Face coverings should not be removed unless essential for a particular treatment – for example, for a treatment on the face area covered by the mask.

Steps that will usually be required:

- Operating an **appointment-only system**.

- Minimising contacts around transactions, for example, considering using **contactless payments** including tips, where possible.

- Calculating the **maximum number of clients** that can reasonably follow social distancing guidelines

- Limiting the number of appointments at any one time. Take into account total floor space as well as likely pinch points and busy areas.

- Determining if schedules for **essential services and contractor visits** can be revised to reduce interaction and overlap between people.

- When **booking an appointment**, asking the client if they can attend on their own, where possible.

- Reminding clients who are **accompanied by children** that they are responsible for supervising them at all times and should follow social distancing guidelines.

- Informing clients and contractors of **guidance about visiting the premises** prior to and at the point of arrival, including information on websites, on booking forms and in entrance ways.

- Encouraging clients to arrive at the time of their scheduled appointment.

- Only open **client waiting areas** where social distancing can be maintained.

- Not allowing **food or drink** to be consumed in the salon by clients other than water in disposable cups or bottles

- Maintaining social distancing in **waiting areas** when clients wait for their appointments. When waiting areas can no longer maintain social distancing, consider moving to a 'one-in-one-out' policy.

- Avoid overrunning or **overlapping appointments** and contacting clients virtually to let them know when they are ready to be seen, where possible.

- Encouraging clients to use **hand sanitiser or handwashing facilities** as they **enter** the premises or **before treatment**.

- Adjusting how people move through the premises to **reduce congestion** and contact between clients, for example, **queue management** or **one-way flow**.

- **Reviewing working practices** to minimise the duration of contact with the client. Where extended treatments are undertaken, such as braiding, consider how the length of the appointment could be minimised.

3.1 Client toilets

Public toilets inside premises should be kept open and carefully managed to reduce the risk of transmission of COVID-19. Steps that will usually be needed:

- Using **signs** and **posters** to build awareness of good hygiene

practices

- Consider the use of **social distancing marking** in areas where queues normally form, and the adoption of a one in, one out system

- Consider making **hand sanitiser** available **on entry to toilets** where safe and practical, and ensure **suitable handwashing facilities** including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.

- Setting clear use and **cleaning guidance for toilets**, with increased frequency of cleaning in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces.

- Keep the toilets well **ventilated,** for example by fixing doors open where appropriate.

- Putting up a visible **cleaning schedule** can keep it up to date and visible.

- Providing more **waste facilities** and more frequent **rubbish collection**.

4.0 Workstations

Workstations should allow employees to maintain social distancing wherever possible.

- Workstations should be **assigned to an individual** as much as possible. If they need to be shared, they should be shared by the smallest possible number of people.

- If it is not possible to ensure working areas comply with social distancing guidelines then businesses should **consider whether that activity needs to continue** for the business to operate, and if so take all mitigating actions possible to reduce the risk of transmission.

- Review **layouts** and **processes** to maintain social distancing between clients being served simultaneously, ensuring there is sufficient **spacing between client chairs**,

for example, closing off alternate chairs.

- Use **floor tape** or **paint** to mark areas to help people comply with social distancing guidelines.

- Use **screens to create a physical barrier** between workstations, where this is practical. This will not be required between the practitioner and client when the practitioner is wearing a **visor and face mask**.

- **Preparing materials** and **equipment in advance** of scheduled appointments, such as scissors or hairbrushes in hairdressers, to minimise movement to communal working areas.

- Providing a **secure area** where social distancing is maintained for a client when services or treatments require development time, for example hair colouring.

- Staff may wish to wear **gloves** but these need to be changed on a regular basis.

- Minimising how frequently **equipment** is **shared between workers**, frequently cleaning between use.

- Assigning **tools** and **equipment** to an individual where possible.

- Using **disposable** items where possible and ensuring **non-disposable** items are cleaned between clients.

5.0 Personal Protective Equipment

It is now mandatory in law for people providing a close contact service to wear a clear visor/goggle and Type II Face Mask.
Within the context of a COVID-19 control measure, the function of face shields/visors/goggles are to protect the wearer from droplets emitted by other people and these may be classed as personal protective equipment (PPE). In addition to good hand hygiene and surface cleaning, people providing close contact services must wear: a type II facemask, to prevent the spread of infection from themselves to their clients; and a visor or face shield, to protect themselves.
 Therefore the person providing a service should wear:
- A clear visor that covers the forehead, extends below the chin, and wraps around the side of the face.
- and a Type II masks must be worn in addition to the visor.

- Re-usable visors must be cleaned and sanitised regularly using normal cleaning products.

Note: <u>Goggles may be used as an alternative to a clear visor</u>, when worn with a Type II face mask. Goggles provide eye protection to the wearer. To be worn in place of a clear visor, goggles must be close fitting with no obvious openings or vents that would otherwise allow droplets to enter the eyes. Reusable eye protection should be cleaned according to the manufacturer's instructions.

Clients must wear face coverings whilst in the premises. These can be removed temporarily for work to the mask area of the face/ears, however they should be replaced at the earliest opportunity.

6.0 Staff Areas

In most barbers and hairdressers staff rest areas are usually small. In these circumstances, both employers and employees should do everything they reasonably can to reduce risk. Mitigating actions include:

- Staggering **arrival** and **departure times** at work to reduce crowding into and out of the workplace.

- Providing additional **parking** or facilities such as bike-racks to help people walk, run, or cycle to work, recognising this may not be possible in smaller workplaces.

- Staggering **break times** to reduce pressure on the staff break rooms or places to eat and ensuring social distancing is maintained in staff rooms.

- Using safe **outside areas** for breaks.

- Creating additional space by using **other parts of the working area or building** that have been freed up by remote working.

- Installing **screens** to protect workers in receptions or similar areas.

- Encouraging workers to bring their own food and drinks.

- Reconfiguring **seating** and **tables** in **staff rooms**, to optimise spacing and reduce face-to-face interactions.

- Encouraging workers to remain on-site for their shift.

- Considering use of social distance marking for other common areas such as staff toilets, staff rooms, changing rooms and in any other areas where queues typically form.

- Revised **staff kitchen** layout

7.0   Cleaning

Guidance regarding how to clean effectively can be found via the link below:

- https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings

and via our **How to Clean and Disinfect Non-food premises** guidance within the Covid19 Toolkit.