COVID-19 INFORMATION
GUIDANCE FOR HAIR SALONS AND BARBERSHOPS

Overview
Hair salon and barbershop owners and workers should use this document to reduce the risk of transmission of COVID-19. Hair salons and barbershops should also follow the Workplace Guidance for Business Owners, and must continue to comply with requirements in the Personal Services Regulation.

COVID-19 Risk Mitigation

| Front End | • Where waiting areas are not large enough to enable 2 metres of distancing, ask clients to wait outside or in vehicles and text or call clients when a chair or station is ready for them.  
| • Remove non-essential high-touch items like magazines and toys.  
| • Use contactless payment and avoid cash payments where possible.  
| • Provide hand sanitizer for client and worker use as they enter and exit.  
| • If providing food or beverages to clients, do not use self-service. Service clients directly and collect and wash or discard used containers or dishes immediately.  
| • Ask customers to avoid unnecessary handling of retail products.  
| • For salons with a receptionist, consider installing a physical barrier at the service counter between staff and clients. |

| Client Service | • Arrange workstations to maintain 2 metres of distancing between clients.  
| • Avoid sharing products or tools between workstations. If sharing is required, clean and disinfect products and tools between users.  
| • Wash towels, robes and related items between clients, and dispose of non-washable items, like neck strips, between clients.  
| • Only use equipment that can be cleaned and disinfected, or disposed of, between clients.  
| • Use a clean towel instead of a neck brush to remove hair.  
| • Blow drying hair is not recommended unless both the stylist and client wear masks. |

| Workplace Cleaning | • Regularly clean and disinfect high touch surfaces such as door handles, railings, chairs, customer counters and payment devices.  
| • Regularly clean and disinfect high-touch surfaces in washrooms.  
| • Clean and disinfect workstations between clients and workers. |
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### Booking
- Clients should book an appointment online or by phone and avoid walk-in service.
- Stagger appointment times to enable distancing in high-traffic areas such as waiting areas and wash stations.
- Leave a gap between appointment times to ensure workstations can be properly cleaned and disinfected.
- Advise customers that they cannot visit if they are experiencing symptoms including cough, fever, shortness of breath, runny nose or sore throat that are not related to a pre-existing illness or health condition, or are otherwise required to isolate or quarantine.
- Consider adjusting or waiving cancellation fees for clients who cancel due to quarantine, isolation or illness.
- Ask clients to attend appointments unaccompanied, unless accompaniment is necessary (e.g. a parent or guardian).
- Ask clients not to arrive more than 5 minutes before their appointment.

### Workers
- Wear procedural/surgical masks while working directly with clients, and consider wearing eye protection and aprons.
- Encourage clients to wear masks.
- Wash or sanitize hands before starting work, before and after each client, and after any other activity.
- Continue to follow existing occupational health and safety (OHS) requirements.