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](https://www.gov.ab.ca/BizConnect), 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.

#### 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.