

Reopening Protocol for Hair Salons and Barbershops: Appendix H

Recent Updates:

7/15/20: Updated to prohibit all indoor operations of hair salons and barbershops. Services may be only provided in outdoor areas as permitted by the California Board of Barbering and Cosmetology and local zoning or other laws.

7/17/20: Updated to clarify policies regarding face coverings and symptom screening for employees and customers.

7/21/20: Updated to reflect changes needed to comport with State guidance for outdoor provision of services in hair salons and barbershops (changes highlighted in yellow)

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain businesses to safely reopen. The requirements below are specific to hair salons and barbershops now permitted to reopen. In addition to the conditions imposed by the State Public Health Officer, these types of businesses must also be in compliance with the conditions laid out in this Protocol for Hair Salons and Barbershops.

Services must be provided outdoors. Services that cannot be provided outdoors must be discontinued until such time as indoor operations are permitted to resume. Any barbering or cosmetology services provided outdoors must be approved by the licensing agency, [the California Board of Barbering and Cosmetology](#). Any personal care services provide outdoors must be in compliance with the requirements of the local permitting agency.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document and related guidance.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Maximum Occupancy, per Fire Code:

Approximate total square footage
of space open to the public:

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so.
- Vulnerable staff (those above age 65, those who are pregnant, those with chronic health conditions) are assigned work that can be done from home, whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All workers have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
 - Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#)
- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) [isolate themselves at home](#) and require the immediate [self-quarantine](#) of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All workers have been told to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.

- [Employee screenings](#) are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and if the employee has had contact with a person known to be infected COVID-19 in the last 14 days. These checks can be

done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.

- In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves should not be used. Employees need not wear a face covering when the employee is alone in a private office or a cubicle with a solid partition that exceeds the height of the employee when standing.
- Face shields are provided and worn by workers when servicing customers that require the removal of the client's face covering to provide the personal service. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- Employees wash or sanitize hands before and after using or adjusting face coverings.
- Employees avoid touching eyes, nose and mouth.
- Employees are instructed to wash or replace their face coverings daily.
- Employees are using all required protective equipment, including eye protection and gloves when required for service.
 - Workers can consider using glasses, goggles, or face shields in addition to face covering while providing service.
- Independent contractors and temporary workers are properly trained on these protocols and have necessary cloth face coverings and personal protective equipment. Business owners are to discuss these protocols with the organization supplying the independent contractors and/or temporary workers, prior to their return to work.
- All workstations are separated by at least six feet.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____
 - Other _____
- Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- The establishment complies with the Cal/OSHA standard for heat illness prevention for outdoor workers, including an effective heat illness prevention plan with written procedures. See the [Cal/OSHA heat illness prevention page](#) for resources, including FAQs, a webinar and a sample written plan. Elements of a heat illness prevention plan include:
 - Access to water
 - Access to shade

- Cool down breaks
- Emergency procedures for heat illness cases
- Monitoring of employees who are acclimatizing during a heat wave
- Training on heat illness prevention and symptoms
- Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.
- Consider implementing a schedule that allows employees to avoid working during the hottest time of the day or implementing a schedule that allows for frequent breaks to help prevent employees from becoming overheated.
- Note that moving work outdoors creates additional hazards including:
 - Rewiring and the use of electrical extension cords can increase the likelihood of electrical hazards, including fire and electrocution. Ensure that outdoor operations comply with Cal/OSHA and all code requirements. See [Cal/OSHA's Guide to Electrical Safety](#) for more information.
 - Ensure there are no tripping hazards from cords or other equipment in outdoor work areas.
 - Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.
 - Stop operations, move away from electrical wiring and equipment, and seek indoor shelter if there is lightning within 6 miles of your location (see FEMA "[30/30 rule](#)").
- Employees are prohibited from sharing food and beverages and encouraged not to share equipment in break rooms, including shared coffee brewers.
- Employees are allowed frequent breaks to wash their hands with soap and water, and employees should scrub their hands with soap for 20 seconds (or use hand sanitizer with at least 60% alcohol when employees cannot get to a sink or handwashing station).
- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms or outdoor eating areas to assure that masks are worn consistently and correctly.
- Disinfectant and related supplies are available to employees at the following location(s):

- Workers using cleaners or disinfectants wear gloves and other protective equipment as required by the product instructions.
- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Each worker is assigned their own tools, equipment, work supplies and defined workspace. Sharing held items is minimized or eliminated.
- A copy of this protocol has been distributed to each employee.
- To the extent feasible, this protocol and other COVID-19 related materials downloaded from the DPH Coronavirus website are provided in the languages of all employees.
- Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may come on to the premises as third parties.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- Measures are in place to ensure physical distancing of at least six feet between and among workers and customers, except when providing haircutting/styling services. These measures include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers/customers should stand).
- Establish an outdoor reception area where customers can check in while still following physical distancing guidelines. Barriers (such as plexiglass) are used at reception areas or other areas where physical distancing cannot be maintained in order to minimize exposure between workers and customers.
- Appointments are staggered to reduce reception congestion and to ensure adequate time for proper cleaning and sanitation between each customer visit. No walk-in appointments are available.
- Avoid patrons queuing outside the outdoor salon space and consider having a staff person at the entrance of the outdoor salon space to help maintain occupancy levels.
- Customers are contacted before the visit to confirm the appointment and to advise of the following:
 - Bring and use a face covering (preferably with earloops) during the visit.
 - Come to the salon or barbershop with freshly cleaned hair.
 - Wait in your car until your appointment time.
 - Do not bring children or others to the appointment.
 - If the appointment is for a child a parent or guardian may wait in the salon but must maintain 6 feet of distance from others and wear a cloth face covering.
- Workers do not see multiple customers at once (e.g., while one customer's hair is drying, another receives a haircut). Services for one customer are completed before a new customer is seen by the same worker.
- Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait in their cars instead of waiting in the salon or barbershop. Persons waiting outside should maintain a six (6) foot distance from each other.
- Employees have been instructed to maintain at least a six (6) foot distance from each other in all areas of the workplace as much as possible.
- Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- Workers have been instructed to avoid handshakes, hugs, or similar greetings that break physical distancing.
- Workers are discouraged from congregating in high traffic areas.
- Occupancy in employee restrooms, break rooms and other common areas is limited to permit physical distancing. Reconfiguration of these sites (removal of chairs from break rooms, etc.) is implemented to practice physical distancing.
- Workflow is reviewed and changes made to permit physical distancing during pickups and deliveries. Shelving, bins, bulletin boards or other transfer-aiding materials are installed to avoid the need for person-to-person hand-offs of purchases.
- Staff meetings are held in a room that accommodates physical distancing or are held over the phone or via webinar.

C. MEASURES FOR INFECTION CONTROL

- Salon services must be provided outdoors. Outdoor operations may be conducted under a canopy, or other sun shelter but only as long as the sides of the canopy or sun shelter are not closed and there is sufficient outdoor air movement. Services that cannot be performed safely outdoors **or that would require a customer to have to enter the establishment** are not permitted until salons may resume indoor operations.
 - Employees are permitted to enter the indoor areas of the salon in order to access supplies, sanitize equipment, use the restroom, take breaks, or to conduct any other essential business operations. Salon customers may not enter the salon at any time or for any reason.
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- Any outdoor shade or outdoor working area must have the same ventilation and airflow as the outdoors. Outdoor shaded areas can be configured to block wind but cannot be enclosed or partially enclosed on more than one side in a way that otherwise restricts normal airflow.**
- Services that cannot be performed with face coverings on both the worker and customer or that require touching the customer's face, e.g., eyelash services, eyebrow waxing and threading, facials, etc., are not permitted until those types of services are allowed to resume.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills. These checks can be done in person or through alternative methods such as on-line check in systems or through signage posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises. If the customer is exhibiting any symptoms, has been sick, or has been exposed to someone who has been sick, the appointment is rescheduled at least 14 days in the future.
 - Both screener and customer should wear a face covering for the screening.
- Disposable gloves are provided to supplement frequent handwashing or use of hand sanitizer with at least 60% alcohol for tasks such as handling commonly touched items.
- Amenities, including magazines, books, coffee, water, self-service stations, and other items for customers, have been removed.
- Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
- Clean face coverings are available for workers to ensure that if soiled, these can be changed during the shift. Where possible, offering clean face coverings to customers, should their face covering become soiled.
- Customers arriving at the establishment are reminded to wear a face covering at all times (except while eating or drinking, if applicable) while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
- Disposable gloves are worn for services that require them (e.g. chemical hair services). Wearing gloves is done in conjunction with regular hand washing.
- An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- A cleaning and disinfection plan has been developed to address the following, if in use:
 - High traffic areas, such as reception areas, areas of ingress and egress, including stairways, stairwells, and handrails;
 - Common areas and frequently touched objects (e.g., tables, doorknobs or handles, light switches, phones) are disinfected on an hourly basis during business hours using EPA approved disinfectants;

- All handles, hoses, spray nozzles, and other equipment before and after use on a customer;
- Chairs, headrests, shampoo bowls, and other items between use;
- All payment portals, credit card readers, pens, and styluses after each use.
- Shears and other non-electrical tools are cleaned and disinfected by removing all visible debris, cleaned with soap and water, and dried. Then sprayed or wiped with or immersed in an EPA-registered disinfectant that demonstrates bactericidal, fungicidal, and viricidal activity approved for COVID-19. Tools are left to set for the full amount of time required by the disinfectant's manufacturer. Immersed items like combs or brushes, are then removed at the end of contact time, rinsed, and dried with a paper towel or clean, freshly laundered towel.
- Electrical tools, such as clippers, are cleaned by removing all visible debris and disinfecting with an EPA-registered disinfectant spray or wipe that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.
- Workstations are cleaned and disinfected between each customer.
 - Including rolling carts, drawers, hand mirrors, hair care and other products and containers
 - A new smock or cape is provided for each customer.
- Where appropriate, a paper cover, sheet or clean towel that can be easily disposed of or cleaned for use between customers is used.
- All single use items, such as disposable wax collars, cotton, neck strips, and applicators are used once and immediately thrown away. Product samples, including make-up, must not be used at any time.
- All dirty linens, including towels, smocks, and reusable capes, are placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160° F for at least 25 minutes. Store all clean linens in a clean covered place. Ensure workers who handle dirty linens or laundry wear gloves.
- The entire facility, including product display areas, is cleaned and disinfected at least daily.
- All "test" products have been removed and discarded.
- Workers are provided time to implement cleaning practices during their shift. Cleaning assignments are assigned for the hours of operation and are part of the employee's job duties.
- Restrooms and handwashing facilities are kept stocked with soap, paper towels and toilet paper and sanitized regularly using EPA approved disinfectants on the following schedule:

 - Restrooms are free of any unnecessary products such as candles or beauty supplies.
 - Hands-free equipment is installed wherever feasible (including restrooms) to reduce risk of contamination.
 - Cashless transactions are strongly encouraged. If reasonable, customers are enabled to swipe their own credit/debit cards, and card readers are sanitized between each guest use.
If electronic or card payment is not possible, customers pay with exact cash payment or check.
 - Optional - Describe other measures to promote infection control:

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- A sign notifying customers that they will be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering is posted at all entrances.
- Signage is posted that reminds customers to maintain social distancing of six (6) feet, wash hands or use sanitizer upon entry, stay home if they are ill or have symptoms consistent with COVID-19, and to communicate changes to service offerings. Signage should be posted in clearly visible locations,

including at entrances, include pictograms, and be made available digitally (e.g., through e-mail).

- Signage is posted in display areas to let customers know it is cleaned and disinfected daily.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of cloth face coverings, policies in regard to making appointments, waiting outside or in their car for their appointment, preordering, prepayment, pickup and/or other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised:
