

GUIDANCE FOR HAIR SALONS AND BARBERSHOPS

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Guidance for Personal Services

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/guidance-documents.aspx>.

This document has been developed to support hair salons and barbershops in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to these settings.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: <https://www.alberta.ca/covid-19-information.aspx>

Hair salons and barbershops must continue to comply with requirements in the [Personal Services Regulation and Standards](#). Operators are encouraged to call their local public health inspector with questions about compliance with the regulation and standards.

COVID-19 Risk Mitigation

<p>General</p>	<ul style="list-style-type: none"> • Encourage and facilitate staff and clients to stay up to date with developments related to COVID-19. • Notify staff and clients of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures. <ul style="list-style-type: none"> ○ COVID-19 signage should be posted in highly visible locations: <ul style="list-style-type: none"> ▪ “Help prevent the spread” posters are available. ▪ When possible, provide necessary information in languages that are preferred by clients. • All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation. <ul style="list-style-type: none"> ○ Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home. • Operators should encourage clients to wear masks. <p>To support public health contact tracing efforts in the event that a staff member or client tests positive, operators should consider collecting the names and contact information of clients and staff on shift.</p>
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	<ul style="list-style-type: none"> • Providing information is voluntary for clients. An organization must obtain an individual's consent and notify them about the purpose and legal authority for the collection. <ul style="list-style-type: none"> ◦ Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose • Information about clients will only be requested by Alberta Health Services if a potential exposure occurs onsite. • Records should only be kept for 2 weeks. An organization must make reasonable security arrangements to protect the personal information. • For more information, the Office of the Information and Privacy Commissioner has released Pandemic FAQ: Customer Lists about collecting personal information from customers during the COVID-19 pandemic. • For questions about your obligations under PIPA, please contact the FOIP-PIPA Help Desk by phone at 780-427-5848 or by email at sa.accessandprivacy@gov.ab.ca. • Mobile, Vehicle and Home-based services must be performed in accordance with the Personal Services Regulation and Standards and these guidelines.
<p>Screening & Response Plan</p>	<p>Operators should:</p> <ul style="list-style-type: none"> • Post signs that instruct those who are required to isolate to not enter. • Consider implementing active screening of clients and staff for symptoms of fever, sore throat, cough, runny nose or difficulty breathing. <ul style="list-style-type: none"> ◦ Operators may choose to use Alberta Health Daily Checklist. ◦ The Alberta Health Services COVID-19 Self-Assessment tool can be used to arrange testing. • Develop a rapid response plan that sets out a fast-action plan for operators when a staff member or client shows symptoms or tests positive for COVID-19. • Staff should be familiar with and follow the rapid response plan if an attendee starts feeling symptoms during a shift. This should include: <ul style="list-style-type: none"> ◦ Immediately isolating the attendee from others. ◦ Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic attendee. ◦ Requiring hand hygiene and masking of the attendee. ◦ The attendee must isolate as soon as possible.
<p>Front End</p>	<p>Operators should:</p> <ul style="list-style-type: none"> • 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, and close children's play spaces.

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	<ul style="list-style-type: none"> • Use contactless payment and avoid cash payments, where possible. • Provide hand sanitizer with at least 60% alcohol content 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. • Avoid providing samples and testers and ask customers to avoid unnecessary handling of retail products. If you provide significant retail offerings, see the Guidance for Retail Businesses. • For businesses with a receptionist, a physical barrier at the service counter between staff and clients is recommended. • Consider “one-way” traffic flow within the facility. Direct traffic to minimize face-to-face interactions between multiple clients. • Allow clients to handle their own personal items.
<p>Client Service</p>	<p>Operators should:</p> <ul style="list-style-type: none"> • Arrange workstations to maintain 2 metres of distancing between client service areas, unless separated by physical barriers. • Remove any non-essential decorations from work areas. • Limit any food or beverages in the work area. • 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. • Dry laundered items thoroughly at a high temperature setting. • 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.
<p>Cleaning & Disinfecting</p>	<p>Operators should:</p> <ul style="list-style-type: none"> • Develop and implement procedures for increasing the frequency of cleaning and disinfecting of high traffic areas, common areas, and washrooms. • Clean and disinfect frequently touched objects and surfaces as per AHS’ Public Health Guidelines for Environmental Cleaning of Public Facilities during Respiratory Illnesses in the Community. • Clean and disinfect workstations between clients and workers in accordance with the Personal Services Regulation and Standards.
<p>Booking</p>	<ul style="list-style-type: none"> • Clients should book an appointment online or by phone and avoid walk-in service.

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	<p>Operators should:</p> <ul style="list-style-type: none">• Stagger appointment times to enable distancing in high-traffic areas such as waiting areas and wash stations.• Consider creation of dedicated time slots (e.g., mornings) or full days for appointments for high-risk clients.• 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	<p>Workers at hair salons and barber shops should:</p> <ul style="list-style-type: none">• Wear procedural/surgical masks while working directly with clients, and consider wearing eye protection and aprons.• Wash or sanitize hands before starting work, before and after each client, and after any other activity. <p>Operators should:</p> <ul style="list-style-type: none">• Continue to follow existing occupational health and safety (OHS) requirements.• Arrange staffrooms and schedule break times to allow physical distancing.• Ensure physical distancing while folding/sorting laundry and towels, preparing foils, preparing colour at colour stations and during staff meetings.