



## **Guidelines for effective and safe working in salon.**

Normal cleaning products, for example, household disinfectant, will kill the virus. The government has provided the following cleaning advice for areas where an infected person may have been. As it can be impossible to tell if someone is infected, these guidelines are useful to follow regardless of if we know or not.

### **Cleaning products and equipment:**

Use either disposable cloths or paper roll and disposable mop heads to clean all hard surfaces, floors, chairs, door handles.

Normal cloths & mop heads will be washed at 60 degrees after use.

All cloths should be soaked in diluted Zoflora or other disinfectant (as per instructions) and wiped after with a clean dry cloth.

### **Getting rid of waste:**

Items used for cleaning including gloves, aprons, disposable cloths, and tissues should be\*\* Put into a plastic bag and tied when full, then placed in a second bin bag and tied.

**\*\*Stored in a secure place for at least 72 hours before being put in communal waste areas.**

Unless you have foot-operated pedal bins, bin lids should be removed entirely or cleaned regularly, including in washrooms and staff areas.

### **Cleaning:**

Avoid creating splashes and spray when cleaning. Always wipe surfaces with a wet disinfectant cloth followed by a dry clean cloth

Using a cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use (**Barbicide spray or Zoflora**).

Pay particular attention to frequently touched areas and surfaces, such as chairs, reception desks, bathrooms, light switches, toilet flushes, wash basins, soap dispensers, fridge door handles, taps, grab-rails in corridors and stairwells, door handles and doorplates.

Regularly clean touchscreens, iPads, tablets, and payment terminals.

Avoid sharing touchscreens or clean them between use by different people.

Avoid handing mobile devices to clients, for example, to show examples of styles/ treatments.

After every client appointment, thoroughly clean chairs, workstations, the reception area, door handles and any other surfaces that they may have touched. You will have to factor in extra appointment time to allow for this. (unless there are ready to go stations).



## **Ventilation:**

Evidence suggests that the virus is less likely to be passed on in well-ventilated buildings. In good weather, try to leave windows and doors open in the salon.

Use external extractor fans to keep spaces well ventilated and make sure that ventilation systems are set to maximise the fresh air flow rate

## **Laundry:**

The following is government advice:

- Wash items in accordance with the manufacturer's instructions. Use the warmest water setting as instructed on the item, (preferably at least 60°C) and dry items completely.
- Laundry that has been in contact with an unwell person can be washed with other people's items. • Do not shake dirty laundry. This minimises the possibility of dispersing the virus through the air.
- Clean and disinfect anything used for transporting laundry with your usual products, in line with the cleaning guidance above.

There will be a dirty laundry bag and a clean laundry basket.

## **Personal Hygiene:**

Hands should be washed with soap and water for 20 seconds after the gloves and apron have been removed.

Sneezing should be done into the elbow or on a tissue and disposed of immediately.

The minimum PPE (personal protective equipment) a person should wear when cleaning is disposable gloves and an apron. Remember not to touch your face even when wearing gloves.

- Use paper towels to turn taps on and off/ or wipe taps with anti bac spray wipes.
- Sneeze or cough into tissues which must be binned. Hands must then be immediately washed.
- Always avoid touching your face, especially eyes, nose and mouth, even when wearing gloves. • Make sure staff have their own wipes or sanitising spray for their work areas, equipment, and trolleys.
- Avoid sharing equipment between team members, for example, hair dryers, Combs, and clips.
- **Use of mobile phones will be restricted to breaks as they can be a source of infection.**

Uniforms should not be worn on the way to or from work. (Please bring a change of clothes) for end of day.



## **Client Hygiene:**

Clients should be encouraged to use hand sanitiser or wash their hands on entering the salon.

Do not serve your usual snacks and drinks to clients.

Only prewrapped biscuit, ask first if they would like a biscuit, do not bring out if do not want it

A supply of water should be available, preferably from a water cooler with disposable cups.

A supply of eco paper cups is supplied for coffee. (keep antibac wipes by coffee machine to wipe down buttons between uses, if you must hand cups or bottles to them, sanitise them first.

Ask clients to dispose of cups and bottles in the bins provided when they have finished. (Or take them home and plant with our seed packs!)

No cash will be on the premises (unless for tips) use contactless payment or card payment - but do not ask the client to hand the card to you for insertion into the machine.

## **Reception:**

Clean your card machine after each client if they have touched it or used the number pad for their PIN.

Use the portable PDQ machine to pay at the station. This will reduce clients waiting to pay in reception.

Ask if the client would like receipts and appointments emailed, rather than handing paper versions to clients.

There is some evidence that the virus can stay on fabrics for a few days.

If the weather is good, encourage clients not to bring coats or jackets into the salon as it will be difficult to store these hygienically and passing coats between clients and staff increases contact. If clients do bring in outerwear you could ask them to hang it on coat hooks, in the bin bag provided themselves, during their appointment and clean the area afterwards.

After the appointment clean the hanger and any other surfaces the client or their clothing has been in contact with them. These will be sprayed or wiped down between uses.



## **SOCIAL DISTANCING:**

It is likely that social distancing will be recommended until further notice.

Clients will be used to social distancing and may feel uncomfortable if they are too close to other people. There will be a green / Red light system in place for cleaning stations not in use.

We will ask clients to stay away if they have any symptoms of coronavirus, feel unwell or live with someone who is unwell. Appointments will be rebooked for min of 10days time to allow for isolation period of 7 days.

Please make sure you include this instruction in your appointment reminders, when making the appointment over the phone and a notice will be on the door.

Cancelled appointments due to ill-health will not be charged.

Allow at least two metres between workstations. Anyone with colour developing and wants to sit quietly, we have the new colour lounge for them to go to.

Markers will be placed in reception and on salon floor to keep clients apart.

Where possible take payments and make future appointments at the workstation to avoid crowding at reception.

We have tried to create a one-way system for entry and exit, however please stop and allow clients out before bringing the next clients in.

Ask clients not to bring friends or family into the salon with them.

Use 'no touch' greetings with clients – keep your distance as much as possible. Standing side-to-side is better than facing each other.

Only offer pre-booked services/ treatments via phone or online .

This will be made clear on Facebook our website and in the salon window.

## **TIPS:**

Ask your clients not to hand over cash tips to your employees. Your employees can:

- Provide a slotted container for tips on your trolley. This should regularly be cleaned and to be on the safe side the money when you empty it. Hands should be washed after handling the jar or the money in it.
- Ask clients to add tips to their contactless/card payment. (Please note this will affect how tips must be dealt with from a tax and National Insurance point of view, and will be refunded in your wages)



### **RISK ASSESSMENT IN PLACE.**

Please see additional risk assessment Sheets.

Cleaning materials including household disinfectant.

Cleaning equipment such as mops, and disposable or washable cleaning cloths.

Clothes washing powder/gel/liquid for towels/uniforms/reusable PPE etc.

Handwashing soap.

Hand sanitiser for clients to use (team members should wash their hands regularly using soap and water).

Disposable tissues.

Soap dispensers.

Paper towels for washrooms or single use flannels

Bins and disposable bin liners.

Additional waste storage.

Sterilising equipment. • Single-use tools for use where possible.

Towels/disposable towels.

PPE (personal protective equipment) including non-latex gloves, face masks, aprons, gowns, neck protectors, etc.

**Employees have a legal responsibility to their employer and to each other to follow instructions about safe working practices.**

### **A CLEANING ROUTINE READY FOR REOPENING**

A schedule for regular cleaning, disinfection, and sterilisation throughout the day and at the end of the day will be in place. This will be kept in kitchen and toilets.

We will all be responsible and must know what is expected. The work will be shared where possible but mainly with assistants as stylists will be working. We will have a template cleaning schedule.



## **For Everyone:**

Disposable face-coverings. If disposable face-coverings are unavailable, washable fabric face coverings are a suitable option.

Social distancing and frequent handwashing may be more effective.

This is the latest government advice about face-coverings/face masks published on 11 May 2020: People should aim to wear a face covering in enclosed spaces where social distancing is not always possible and they come into contact with others that they do not normally meet. Homemade cloth face-coverings can help reduce the risk of transmission in some circumstances. You can make your own face coverings. The key requirement is that they should cover your mouth and nose. The government has provided instructions on how to make face Coverings.

Face-coverings are not intended to help the wearer, but to protect against inadvertent transmission of the disease to others if you have coronavirus but do not have any symptoms. A face covering is not the same as a face mask such as the surgical masks or respirators used by healthcare and other workers. These PPE supplies must continue to be reserved for those who need it. Face-coverings should not be used by children under the age of two, or those who may find it difficult to manage.

There is some evidence that the virus can stay on fabrics for a few days. Have a 'single wear' policy for salon clothing or uniforms, so they are washed and replaced each day. Uniforms should not be worn on the way to or from work. (Please bring a change of clothes) for end of day.

## **For clients:**

- Face-coverings. (In particular, to be worn when at the backwash facing up towards the shampooist.)

- single use freshly laundered gowns, towels, and neck protectors

Always follow the correct cleaning procedures in the salon as advised by the government.

- Disposable gloves (not latex).

- Disposable gowns or aprons (depending on the service or treatment provided) for staff.

- Disposable towels.

- If cotton towels are used or gowns, they must be used once only before washing thoroughly in a high-temperature wash (at least 60°C). Used towels must be stored well away from clean towels.

- Use single-use tools wherever possible.

- Any tools used more than once must be cleaned thoroughly or sterilised after each use.



### **Home appointments**

It is strongly recommended that you do not offer hairdressing to clients at their home:

The salon insurance will not cover you.

You will be working in an environment where you have no control over safety or hygiene.

Moving from one home to another increases your risk of catching or spreading the virus.

If you are doing home hairdressing you **MUST** inform the salon so we can track your contact if we need to.

### **Extra points to consider if not already in place**

Avoid face-to-face discussions with clients. Discussions about cut, colour and treatments should be made via the mirror while standing behind the client and kept to a minimum. You can lower the risk of infection if you stand or sit side-to-side rather than facing people.

Consider offering online consultations to reduce the appointment time. This could be done before your salon or barbershop is fully open for business. This also gives you an opportunity to talk to clients about safety measures you are taking to protect them and your team and to establish if an allergy alert test is needed.

Keep team members apart from each other as much as possible. Consider holding team meetings online.

Remind employees to maintain social distancing if they leave your salon or barbershop during the day. Encourage them to stay on-site for their shift.

Minimise person-to-person contact when accepting deliveries.