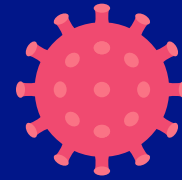


COVID-19 (Coronavirus)



Phase 2 Personal Services Directions

Limited Operation of Beauty, Hair and Barber Shops

Bermuda's phased approach to reopening during the COVID-19 crisis requires strict protocols to limit potential risk in the community.

PERMITTED UNDER PHASE 2:

Hair services including hair cutting, styling, and barbering services (no beard maintenance). Services requiring hair washing are permitted but clients should be encouraged to come with prewashed hair for express services unless chemical services are scheduled.

Pedicures and manicures including gel and acrylic nails.

NOT PERMITTED UNDER PHASE 2:

Beauty services requiring:

- Extensive touching of a client's body (shoulder or back massages, pedicures and manicures with add-on massages or paraffin wax treatments),
- A client to disrobe (massages, body wraps or waxing),
- Facial services such as beard shaping or coloring, brow or lash maintenance, waxing, threading or microblading.
- Permanent makeup (eye or lip liner) or any tattoo-type services, electrolysis, or laser hair removal.
- Mobile services or home visits are **NOT** permitted.

1. Preparing the Salon for Operation

1.1 CLEAN AND DISINFECT

- All salons/shops must be thoroughly cleaned and sanitized prior to reopening. Sanitize all areas and launder all linens, even if cleaned before the salon was closed. Use a disinfectant listed as effective against Coronavirus (SARS CoV-2) by the US Environmental Protection Agency (EPA) or equivalent.
- Clean and disinfect all work area surfaces chairs, head rest, arm rests. Harsh chemicals and disinfectants can damage leather or leatherette materials. Cloth chairs cannot be disinfected. They should be covered with a washable or disposable covering.
- Clean and disinfect the reception area. Wipe

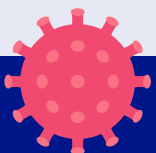
reception desk and phone station with disinfectant. Include cash machines, computers and keyboards. Remove all unnecessary items that cannot be sanitized: magazines, newspapers, service menus, and décor. Maintain a supply of sanitizing wipes or sanitizer at the front desk.

- Ensure break-rooms and any other communal areas are thoroughly cleaned and sanitized.
- Clean and disinfect all shampoo bowls, hoses, spray nozzles, shampoo chairs and arm rests. Wipe down all shampoo/dye and other hair products and shelves. Discard and replace any product that has not been stored in closed containers.
- Clean and disinfect all pedicure stations, bowls and sinks. Clean all removable parts with soap and water, rinse in clear water then immerse parts in properly diluted disinfectant for full recommended contact time. Replace parts and refill with clean water and appropriate amount of disinfectant and let stand for required time (at least 10 minutes). Allow the jets to run for a full 10 minutes to circulate disinfectant.
- Clean and disinfect all appliances and cords to reusable tools including shears and clippers. Include clipper guards, rollers, combs, brushes, rolling carts and any other items used in servicing clients. Where possible store in air tight containers.
- Clean and disinfect all restroom surfaces including floors, sinks and toilet bowls and touch points. Store paper products in a closed cabinets and provide liquid hand soap. Provide and easily accessible lidded trash can. Remove unnecessary clutter or décor.
- Clean and disinfect all hampers and trash containers. Both should have a lid and should be lined with a disposable plastic bag.

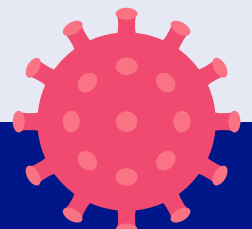
1.2 CHECK, DISCARD AND RESTOCK

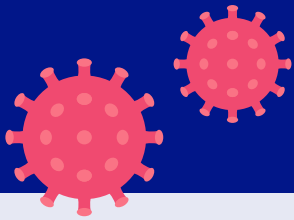
- Check that all products such as lotions, creams, waxes and scrubs have been in a closed container, if not discard and replace. Remove and discard any products that could have been contaminated by improper unsanitary use. Replace with new product.

Stay informed on the latest developments about COVID-19 by visiting the Government of Bermuda's website coronavirus.gov.bm

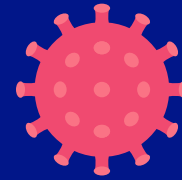


GOVERNMENT OF BERMUDA
Ministry of Health





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- Stock adequate cleaning supplies and disinfectants for the ongoing cleaning of salon, all appliances and tools. Ensure adequate supply is obtained for mixing disinfectant for immersion of tools daily, or more often if solution becomes contaminated throughout the day.
- Ensure that all hand sinks in the workplace are operable and have liquid soap and paper towels available at all times.
- Remove and discard all single use tools such as paper files and buffers that have already been used. Restock sufficient supplies of disposable implements.
- Ensure all laundered items, linens and towels are stored in a closed clean container or cabinet ready for use.

2. Prepare COVID-19 Policies

2.1 SICK POLICIES AND RECORD KEEPING

- Establish a sick policy applicable to both employees and other service providers. Businesses should screen employees prior to the start of each work day.
- Consider use of contactless infrared thermometers to check temperature of employees each day. Any employee or client who has a temperature above 99°F should not be permitted access to the salon.
- All staff shall monitor their personal health and condition, keeping an eye out in particular for any symptoms of COVID-19.
- Staff that fall ill while working must be sent home immediately and not allowed to return to the salon/shop until they have no fever and no evidence of COVID-19 symptoms. Personnel who are sick are expected to stay home and contact their physician via telephone.
- Require written authorization from the staff's physician confirming they can return to work.
- Should an outbreak occur, public health officials will require access to your appointment records. Maintain secure detailed records which will allow contact tracing for a minimum period of up to four (4) weeks. Records should include:
 - o Client's full name
 - o Date and time of visit

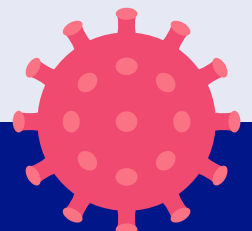
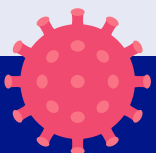
- o Direct salon contacts
- o Home Address
- o Contact Numbers
- o Email Address
- Staff should be advised to maintain written personal logs of their contacts both inside and outside of work as well.
- Record details for all other persons who must enter the workplace such as serviceman, couriers, security and cleaners.

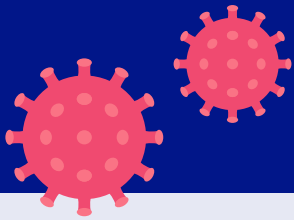
2.2 INFECTION PREVENTION CONTROL TRAINING AND THE USE OF PPE/MASKS

- Salon owner/managers must ensure all staff have additional training, educational materials, and reinforcement on proper sanitation, hand-washing, cough and sneeze etiquette, the proper use and disposal of PPE (mask, gloves and face shields), and other COVID-19 policies.
- Local Infection Prevention and Control (IPC) training must be completed by all persons working in the salon. Additional industry specific training available online (e.g. BARBICIDE COVID-19 Certification), should be completed.
- Masks should to be worn by all persons (staff and clients) on premises.
- Educate all employees on the importance of frequent hand washing and the use of hand sanitizers containing at least 60% alcohol.

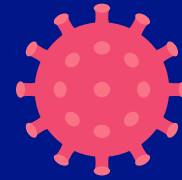
2.3 HYGIENE AND SANITATION PRACTICES

- Ensure all staff adhere to general industry standards for services provided such as provision of clean and sanitized tools, clean unused capes and sanitizing client hands before service etc.
- Hand-washing with soap and warm water, for a minimum of 20 seconds should be completed by employees between every client.
- If gloves are to be worn during services they must be used properly; changed between clients, before and after breaks or changing tasks. Hands must also be washed before and after glove use.





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- Provide hand sanitizer at all work locations for employees and clients.
- Employees should arrive at the salon/shop showered and wearing clean clothing. An additional uniform, clean smock, disposable robe or apron should be worn over clothing and removed when leaving the premises or taking breaks.
- Do not use personal cell phones while working with customers.
- Do not re-use hand towels for drying hands; utilize single-use paper towel only.
- Post hand washing signs in restrooms.
- Add visible and appropriate signage to communicate to customers that thorough sanitation procedures are in place.
- Ensure safe procedures for handling trash and soiled laundry are in place.
- Remember to provide sufficient time for cleaning and sanitizing between clients. Remember to clean and sanitize shampoo bowls in between every client.
- Remember to clean and sanitize all high touch items throughout the day.
- **DO NOT** under any circumstances share implements before appropriate cleaning and disinfection or re-use disposable supplies on multiple clients.

2.4 PHYSICAL DISTANCING POLICIES

Salons should also utilize all available options to achieve physical distancing such as:

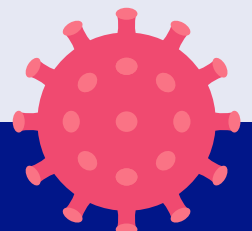
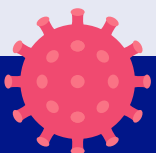
- Add barrier shields at the front desk.
- Add additional space between booths, divider shields, or consider station barriers between work stations where 6ft between stations is not possible or use alternate stations.
- Never schedule multiple immovable adjacent stations (e.g. pedicure chairs).
- Be flexible with work schedules/salon hours to reduce the numbers of persons (employees and clients) in salons/shops at all times.
- Reduce client bookings ($\leq 50\%$) to appropriately manage persons in the salon.
- Consider floor markings, stickers and signage to

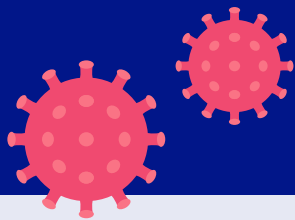
provide guidance for physical distancing.

- Ensure break rooms are not used for congregating by employees. Stagger breaks so that physical distancing (6ft) is maintained between staff.

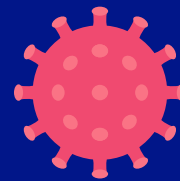
3. Special Measures to Serve Clients Safely

- Where possible provide express services only.
- Prohibit walk-ins. Schedule appointments by phone and advise the client of modified safety protocols and enhanced record keeping for contact tracing. Clients should also be assured that adequate steps are being taken in response to COVID-19.
- Utilize video conferencing to carry out pre-consultations with clients.
- Allow clients only inside the salon.
- Request that customers wear a mask inside premises and prepare to provide masks if necessary.
- Provide hand sanitizer and tissues for clients at the front desk. Ensure clients clean hands immediately upon entering the salon.
- Be comfortable asking questions. Ask each client the following: Have you had a cough, a fever, or Covid-19 symptoms? Have you been around anyone exhibiting these symptoms within the past 14 days? Are you living with anyone who is sick or quarantined? Written questionnaires are helpful. Anyone entering the salon with symptoms of COVID-19 such as persistent cough or fever must be asked to leave and encouraged to seek medical advice.
- Alternative arrangements can be made for serving immunocompromised clients and seniors, reserving specific days or hours to service those persons only.
- Clients should be instructed to wait outside the salon/shop until the cosmetologist or barber is ready to serve them.
- Clients should avoid bringing unnecessary personal items into the salon.
- Avoid the exchange of cash but if this is unavoidable, be sure to wash and sanitize hands after each transaction.
- Clean and disinfect all retail areas daily, including products. Avoid clients touching products they do not intend to purchase.





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- Minimize direct face-to-face contact with clients. Where unavoidable it is recommended that employees wear full face shields in addition to masks.
- One stylist must not serve multiple customers.
- Remind staff to stay hydrated throughout the work day and take sufficient breaks.
- Do not share styling tools, and appliances.
- Provide only commercially prepackaged beverages (including water) and food.

PHASE 2 PERSONAL SERVICES PRE-REQUISITES FOR OPENING CHECKLIST

MY SALON HAS:	Completed Cleaning and Sanitizing of all Areas, Linens, and Tools.	Y	N
	Developed Written Cleaning Protocols and Stocked Additional Supplies.	Y	N
	Developed Written Sick Policies- and Acquired A Contactless Thermometer.	Y	N
	Provided Continuing Education and Infection Control Training.	Y	N
	Provided Sufficient PPE- Gloves, Masks and Face Shields.	Y	N
	Acquired Hand Sanitizer Stations and COVID-19 Signage.	Y	N
	Implemented Physical Distancing Methods Such As Shields and Barriers.	Y	N
	Prepared for and Understand Contact Tracing.	Y	N
	Developed A Client Questionnaire.	Y	N
	Prepared the Premises to Serve Clients Safely During COVID-19	Y	N

If you have answered yes to all ten pre-requisites you are ready to open during Phase 2. Send an email confirming that you have completed the pre-requisites and are ready to operate to envhealth@gov.bm. Have written documentation available and be ready to demonstrate you have met these prerequisites to an Inspector.

INFECTION PREVENTION CONTROL TRAINING

<https://www.gov.bm/infection-prevention-and-control-training>

<https://barbicide.com/certification/>

ADDITIONAL RESOURCES

<https://www.gov.bm/coronavirus>

https://www.gov.bm/sites/default/files/Guidance_Reopening_Bermuda.pdf

<https://www.gov.bm/sites/default/files/Return-to-Work-Recommendations-for-Businesses-v4.pdf>

https://www.gov.bm/sites/default/files/Guidance_for_Occupational_Safety_PORTAL.pdf

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

