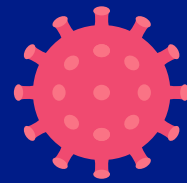


COVID-19 (Coronavirus)



Phase
3

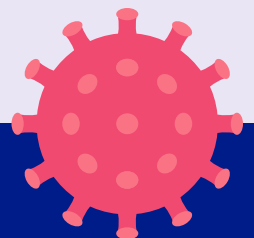
Personal Services Directions Providing Full Beauty Services Safely



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



Personal Services Directions

Providing Full Beauty Services Safely

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

Understanding the risk

The virus that causes COVID-19 spreads in several ways including through droplets when a person coughs or sneezes and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

The risk of person-to person transmission is increased the closer you come to other people, the amount of time you spend near them and the number of people you come near.

The risk of surface transmission is increased when many people touch the same surface and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices will help mitigate the risk.

With expanded/full beauty services each individual establishment should seek to assess the risks of each task and identify and establish written protocols for the workplace that must be followed to keep workers and clients safe.

Permitted

- All hair services including hair cutting, styling, and barbering
- Full pedicures and manicures including gel and acrylic nails.
- Body massages, wraps or waxing.

Permitted using Caution

- Facial treatments and services including beard coloring or shaping, brow or lash maintenance, waxing, or threading.
- Micro-blading and other semi-permanent or permanent makeup (eye or lip liner) or general make-up applications.
- General body Tattoo services or piercings.
- Electrolysis or laser hair removal.

Not Permitted

- Walk-in Services.
- Mobile services or home visits.
- Use of Saunas, Steam Rooms and Hot tubs.

Those services which are **PERMITTED USING CAUTION** may involve higher risk for one or more reasons such as:

- The client may have to remove or alter their mask to complete the service.
- The time taken to carry out personal beauty service may be extensive.
- The service may involve extremely close or face to face interaction between staff and clients.
- A combination of two or more of the above issues.

ALL PERSONS providing Personal Services, particularly those services “permitted using caution” should undergo COVID-19 testing before resuming these services and to undertake bi-weekly (14 days) testing.

All businesses are also encouraged to proceed at their own pace if necessary, confirming they are thoroughly prepared to serve clients safely. Ex. “We have decided to omit the following services during this period and will update you when we are prepared to provide these services again.”

Prepare the Premises - Clean and Disinfect

- The premises must be thoroughly cleaned and sanitized prior to reopening. Sanitize all areas and launder all linens, even if cleaned before the premises 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 hampers and trash containers. Both should have a lid and be lined with a disposable bag.
- 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.

Sick Policies

- 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 99.4°F should not be permitted access to the premises.
- 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:
 - Client's full name
 - Date and time of visit
 - Direct contacts while on premises
 - Home Address
 - Contact Numbers
 - 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.

Infection Prevention Control Training and the Use of Personal Protective Equipment (PPE)/Masks

- Employers 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 establishment before resuming services.
- All persons returning to work should also undertake additional training in relation to COVID-19 and the specific service they provide. Complete industry specific training from regulatory or reputable bodies (e.g. BARBICIDE COVID-19 Certification).

- Masks should be worn by all persons (staff and clients) on premises unless performing a service that requires its temporary removal (ex. beard shaping, waxing).
- A uniform/or smock must be handled with care; removed if leaving the premises and laundered on the hottest setting permitted.
- Disposable aprons and smocks may be added over uniforms, however this is not required.
- All employees are encouraged to wear face shields while performing any of the services “Permitted Using Caution”. Face shields can also be used where an employee wishes to add additional protection.
- Educate all employees on the importance of frequent hand washing and the use of hand sanitizers containing at least 60% alcohol.

General Hygiene and Sanitation Practices

- Ensure all staff adhere to general industry standards for services provided such as provision of clean and sanitized work areas prior to service etc.
- Provide hand sanitizer at all work locations for employees and clients.
- Employees should arrive at the premises 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 all high touch items throughout the day.
- **DO NOT** under any circumstances use disposable supplies on multiple clients (ex. Paper roll coverings).
- Commit to ongoing enhanced cleaning between clients and throughout the day.

Implement Physical Distancing Policies

Premises 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.
- Be flexible with work schedules/ hours to reduce the numbers of persons (employees and clients) in establishment at all times.
- Maintain reduced client bookings ($\leq 50\%$) to appropriately manage people onsite.

- Consider floor markings, stickers and signage to provide visual 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.

Special Measures to Serve Clients Safely

- 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.
- Consider utilizing video conferencing to carry out pre-consultations or counselling with clients.
- Establish no touch greeting policies.
- Allow clients only inside the premises.
- Request that customers wear a mask inside the premises at all times except where a service requires removal. The mask should be immediately replaced once complete and before moving about the premises.
- Provide hand sanitizer and tissues for clients at the front desk. Ensure clients clean hands immediately upon entering the premises.
- 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 premises until you are ready to serve them. Once screened, have a plan for guest to go directly to the treatment room or area and forgo access to any communal wait rooms or entrance lounges if possible.
- Have a plan/protocol in place for guest who begin exhibiting symptoms of illness during treatments.
- Clients should avoid bringing unnecessary personal items into the premises.
- 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.
- Minimize direct face-to-face contact with clients. Where unavoidable it is recommended that employees wear full face shields in addition to masks.

- Do not serve multiple clients at once.
- Remind staff to stay hydrated throughout the work day and take sufficient breaks.
- Provide only commercially prepackaged beverages (including water) and food.
- If use of a communal locker/shower room is necessary; ensure physical distancing policies are in place.
 - Assess locker assignment policies.
 - Ensure all lockers are pre-locked/pre-cleaned.
 - Replace shared/reusable amenities with single use options.
 - Develop a plan for sanitizing lockers, all showers and vanities after use by guest.

| PRE-REQUISITES FOR OPENING CHECKLIST | | | |
|---|---|---|---|
| WE HAVE: | 1. Completed Cleaning and Sanitizing of all Areas and Linens | Y | N |
| | 2. Developed Written Cleaning Protocols and Stocked Additional Supplies. | Y | N |
| | 3. Developed Written Sick Policies- and Acquired A Contactless Thermometer. | Y | N |
| | 4. Provided Continuing Education and Infection Control Training. | Y | N |
| | 5. Provided Sufficient PPE- Gloves, Masks and Face Shields. | Y | N |
| | 6. Acquired Hand Sanitizer Stations and COVID-19 Signage. | Y | N |
| | 7. Implemented Physical Distancing Methods Such As Shields and Barriers. | Y | N |
| | 8. Prepared for and Understand Contact Tracing. | Y | N |
| | 9. Developed A Client Questionnaire. | Y | N |
| | 10. 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 operate. 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/Return-to-Work-Recommendations-for-Businesses-v5.pdf>

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

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