

GUIDANCE FOR HAIR SALONS AND BARBERSHOPS

Overview

Hair salon and barbershop owners and workers should use this document to reduce the risk of transmission of COVID-19. Hair salons and barbershops should also follow the [Workplace Guidance for Business Owners](#), and must continue to comply with requirements in the Personal Services Regulation.

COVID-19 Risk Mitigation

Front End	<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. Use contactless payment and avoid cash payments where possible. Provide hand sanitizer 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. Ask customers to avoid unnecessary handling of retail products. For salons with a receptionist, consider installing a physical barrier at the service counter between staff and clients.
Client Service	<ul style="list-style-type: none"> Arrange workstations to maintain 2 metres of distancing between clients. 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. 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.
Workplace Cleaning	<ul style="list-style-type: none"> Regularly clean and disinfect high touch surfaces such as door handles, railings, chairs, customer counters and payment devices. Regularly clean and disinfect high-touch surfaces in washrooms. Clean and disinfect workstations between clients and workers.
Booking	<ul style="list-style-type: none"> Clients should book an appointment online or by phone and avoid walk-in service. Stagger appointment times to enable distancing in high-traffic areas such as waiting areas and wash stations. 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	<ul style="list-style-type: none"> Wear procedural/surgical masks while working directly with clients, and consider wearing eye protection and aprons. Encourage clients to wear masks. Wash or sanitize hands before starting work, before and after each client, and after any other activity. Continue to follow existing occupational health and safety (OHS) requirements.