

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.