

Guidelines for Implementing the Directives Required to Reopen Barber Shops, Cosmetology Establishments, Massage Therapy Clinics and Medical Spas

It is acknowledged that all services within Cosmetology, Barbering, Nails, Esthetics, and Med Spas carry some risk in this viral environment due to the inability to maintain social distancing. With that said, licensed professionals have been trained to mitigate these risks significantly using proper infection control standards required by the state regulatory licensing rules.

The following recommendations are enhancements to those existing rules, and they address the unique scenario presented by the COVID-19 pandemic. In this environment, licensees are expected to follow Universal Precautions and assume that everyone is infected with COVID-19. Licensees must take all the precautions necessary to mitigate the risk of the spread while still performing a service that is necessary and provides economic and psychosocial benefits to the population.

ALL EXISTING HEALTH AND PUBLIC SAFETY (INFECTION CONTROL) RULES ARE STILL IN EFFECT AND ENFORCED. SHOULD A SALON, SHOP, SPA, OR CLINIC BE FOUND IN VIOLATION OF THE DIRECTIVES, THEY MAY BE CLOSED IMMEDIATELY BY PUBLIC HEALTH OFFICIALS OR INSPECTORS.

Recommendations for Phase 1:

Personal Protective Equipment (PPE): With the understanding that PPE will be in very short supply moving forward and will likely become very costly, we make the following recommendations:

- **Masks:** Licensees **must** wear masks as a safety measure when providing a service. Clients must also wear a mask as services permit. **For nail services**, nail tech and client must both wear a mask when services are rendered. Cloth masks are sufficient for both licensees and clients.
- **Face Shield/Eye Protection:** Licensees are encouraged to wear eye protection when performing services that generate droplets and/or small particles.
- **Gloves:** Gloves **must** be worn for all services that are required by Rule. Licensees are encouraged to wear gloves for all other services. Handwashing must be performed before and after each service. It is further recommended that the licensee washes hands in front of the patron if the opportunity exists.
- **Linens and Client Capes:** Each client should be draped with a clean cape. Capes should be laundered following the fabric recommendations between each client. Establishments may consider using disposable capes and dispose of the cape after its use.
- **Clothing:** Massage therapists are encouraged to change their shirt between clients or wear disposable smock for each client.

Hand Hygiene (washing or hand sanitizer): Proper hand hygiene (washing or hand sanitizer) is an essential action to reduce the spread of viral illness. Arkansas Rules require hand hygiene before and after a service. Hand washing is the preferred method of hand hygiene. It should be done as frequently as possible, but always after eating, smoking and using the restroom. Hand washing with warm, soapy water for a minimum of 20 seconds is required by employees between every client service. Hand sanitizer should be made available for all patrons and is required prior to a nail or massage service. Hand hygiene rules will be more strictly enforced during this epidemic.

Employee Screening: All employees shall be screened daily upon arriving to work.

- They should be asked the following screening questions:
 - *Have you had a fever of 100.4 F or greater in the last 2 days?*
 - *Do you have a cough, difficulty breathing, sore throat or loss of taste or smell?*
 - *Have you had contact with a person known to be infected with COVID-19 within the past 14 days?*

- Additionally, employees should have their temperature checked using a thermometer. Any employee found to have a temperature greater than 100.4 F should not be allowed to enter the premises.
- Employees who are sick are expected to stay home.

Customer Interactions: The following recommendations reduce the number of patrons in a business at a single time and limit interactions that could be of risk.

- **Hand shaking is not allowed!**
- **Limit persons in the salon/barber shop/establishment to NO MORE than 10 persons for most establishments.** This includes both licensees and clients. Clients should wait outside the shop in their vehicle until the stylist/barber is ready to serve them.
- **Smaller facilities may be limited to fewer than 10 persons if unable to maintain 6 ft of physical distancing.**
- **Larger facilities may be able to accommodate more than 10 persons. However, no more than 30% of their stations should be operational during Phase 1.**
- **Appointments:** All services must be scheduled with **adequate time in between appointments** to properly clean and disinfect. Customers should be asked to wait outside or in their cars until they are called for their appointment. Walk-in appointments are prohibited during Phase 1.
- **Double Booking:** This should not be done.
- **Pre-screen clients:** Before clients arrive for appointment, screen for any potential symptoms of COVID-19 by asking the following questions:
 - *Have you had a fever of 100.4 F or greater in the last 2 days?*
 - *Do you have a cough, difficulty breathing, sore throat or loss of taste or smell?*
 - *Have you had contact with a person known to be infected with COVID-19 within the past 14 days*

A 14-day waiting period is recommended for clients answering “yes” to any of the previous questions.

- **Signage:** Signage should be posted that states services will not be offered to or given by anyone who is sick or exhibiting signs of illness. Signage should also indicate the requirement to wear a face covering while in the building. Customers should be screened prior to a service to determine if they have been sick or exposed to someone who is sick. If so, services should be deferred for 14 days.
- **Decline services for symptomatic clients:** Services should not be permitted on clients who show any signs of illness such as fever, cough, or runny nose. This includes symptoms that may be attributed to seasonal allergies.
- **Online payments:** Consider online payment methods to reduce contact with credit card/machine.

Distancing: It is acknowledged that social distancing recommendations of 6 feet **cannot** be met in the actual service itself. However, the following distancing measures can be instituted to reduce risk:

- Salon/barber chairs/nail stations/work stations should be situated such that the patrons are not closer than 6 feet – every other chair should be used or chairs staggered, if possible.
- In most establishments, there should be no more than 10 people in the business at any time (including staff) until those recommendations are lifted by the state. See “Customer Interactions” above for clarification.
- Clients may arrive with clean hair and leave with wet hair to shorten time in salon.
- Waiting area chairs should be arranged to maintain social distancing of at least 6ft.
- Consider floor stickers and signage that provide guidance for social distancing.

Recordkeeping: Barbers/stylists/licensees shall maintain a record of the name and contact information of each client serviced for a period of one month. Establishments may be contacted by the Arkansas Department of Health for these records.

Items to be temporarily disallowed: During Phase 1, it is recommended that some items that are commonplace in these environments be removed:

- Public coffee or water stations
- Magazines/ books / newspapers
- Candy dishes
- Product testers/samples

Disinfection: All salons/shops/establishments should be thoroughly cleaned and disinfected prior to reopening. Disinfect all surfaces, tools, and linens, even if they were cleaned before the salon/shop was closed. The Rules currently require the cleaning and disinfection of non-porous implements prior to the use and disposal of porous implements after a single use. Porous items include cardboard files, buffers, drill bits, etc. Both practices should be vigorously adhered to and the following recommendations added:

- Disinfection of high touch areas including, but not limited to:
 - Door handles on main entrance and restrooms
 - Restrooms
 - Reception desk
 - Point of Sale (POS) equipment
 - Stations (including foot/nail drying stations)
- Use disinfectants that are EPA registered and labeled as bactericidal, viricidal and fungicidal. Check the EPA website to ensure cleaning product's effectiveness against COVID-19.
<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Contact time on product label must be observed for disinfectant to work. Contact time refers to how long the disinfectant is visibly wet on the surface allowing it to thoroughly destroy all of the pathogens. Typical contact time for immersion/sprays is 10 minutes. Typical contact time for disinfectant wipes is 2-4 minutes.
- Disinfectant only works on a clean surface so clean all surfaces and tools with hot, soapy water before disinfecting. Disinfection is for hard non-porous surfaces, glass, metal, and plastic.
- Disinfectant for immersion tools should be mixed daily and replaced sooner if it becomes contaminated throughout the work day.
- Launder all linens, towels, drapes, and smocks in hot soapy water and dry completely at the warmest temperature allowed and store in an airtight cabinet. Store all used/dirty linens in an airtight container.
- Clean and disinfect all retail areas daily including products.
- Provide hand sanitizer and tissues for employees and clients. When possible, hand sanitizer should be provided for all stations.
- Clean and disinfect ALL restroom surfaces including floors, sinks, and toilet bowls. Store paper products in a closed cabinet and provide antibacterial hand soap. Remove anything that does not have to be in the restroom.
- Post handwashing signs in the restrooms.
- Clean and disinfect all shampoo bowls, hoses, spray nozzles, foist handles, shampoo chairs and arm rests. Wipe down all back-bar products and shelves. Discard and replace any products that have not been stored in a closed container.
- If available, wrap shampoo bowls in plastic and discarded between each client.
- Limit as much face-to-face contacts with clients as possible. Consider using face shields and/or eye protection when providing shampoo services and others that generate droplets or aerosols.
- Clean and disinfect all work area surfaces. Clean and disinfect chairs, head rests, and arm rests. Clean and disinfect all reusable tools and store in an airtight closed container. Clean and disinfect all appliances, sheers, clippers, clipper guards, clippies, rollers, combs, brushes, rolling carts and any other items used in connection with servicing clients.
- Ensure all products as lotions, creams, waxes and scrubs have always been in a closed container. If not, you are encouraged to discard and replace them.
- Consider station barriers between work stations.

- Remove all parts of pedicure bowls that can be removed, clean, and disinfect them.
- Scrub bowl with soap and water. Rinse bowl with clean water. Fill bowl again with clean water and proper amount of disinfectant and let stand for proper time (at least 10 minutes). If your bowl has jets, allow the jets to run for a full 10 minutes with disinfectant.
- Clean and disinfect all surfaces in treatment rooms such as chairs, tables, electrical appliances to include the cords.
- Clean and disinfect all linens and store in a closed container/cabinet.
- Remove and discard any products that could have been contaminated by improper unsanitary use. Replace with new product.
- Empty all wax pots and disinfect before refilling them with new wax. Purchase new single use applicators that can be disposed of in an airtight trash bin. The trash bin should have a lid and should be lined with a disposable plastic bag.
- Ensure break rooms are thoroughly cleaned and sanitized. They should not be used for congregating by employees.
- Review the CDC guidelines for “Cleaning and Disinfecting Your Facility” found here: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Considerations for Phase 2

- Numbers of persons in shops/salons/spas/clinics may be increased as long as 6ft of social distancing is maintained.
- Consider allowing walk-in appointments. Clients should still be screened prior to initiating services. Those who screen positive should have their services postponed.
- Screening of employees and persons entering the establishment should be maintained.
- Disinfecting/ sanitizing procedures previously outlined should be maintained.
- Face covering should be maintained.

Considerations for Phase 3

- Normal operations resume.
- Good infection control practices should be maintained.