CUT & COUNSEL: COVID-19 WEBINAR

Opening and Maintaining Barbershops, Body Art Establishments, Cosmetology Establishments, Massage Therapy Clinics/Spas and Medical Spas during the COVID-19 Pandemic
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Arkansas Department of Health

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Arkansas Department of Health
• Understand COVID-19, symptoms and terminology
• Discuss guidelines to re-open establishments and reduce COVID-19 risks for employees and customers
• Know how to identify potential exposure to COVID-19
• Understand the importance of wearing a mask
• Learn proper procedure for cleaning and disinfection
• Describe methods to reduce stigma
What is coronavirus disease?

- COVID-19 is a respiratory illness that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.
- It is a new strain that was not previously seen in humans.
- COVID-19 is the shorter name for coronavirus.
How does the virus spread?

- Primarily spreads person-to-person via respiratory droplets from coughs or sneezes.
- Spread by touching an object or surface with the virus on it, then touching mouth, nose, or eyes.
- It can take 2 to 14 days for an infected person to show symptoms.
- People that have symptoms.
- People that do not have symptoms.
SYMPTOMS

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle Pain
- Headache
- Sore throat
- New loss of taste or smell
Treatment and Vaccine

Treatment

- No specific treatment currently available
- Supportive management of complications

Vaccines

- No current vaccine
- Under development
As of 5/5/2020 at 10:00 AM

Arkansas Totals
Cumulative Cases
3,469

Recoveries
2,041

Deaths
80

United States Totals
Cumulative Cases
1,180,634
Figure 1: COVID-19 Positive Tests* by Gender

- Male: 60.3%
- Female: 39.4%
- Transgender: 0.0%
- Unknown: 0.4%

*The values include only positive COVID-19 specimens (n=3,372) as of 5/2/2020 at 12:00 pm.
Figure 3: COVID-19 Positive Tests* by Age Group

- 65 years +: 0.0%
- Unknown: 0.0%
- 0-17 years: 3.0%
- 18-24 years: 8.3%
- 25-44 years: 38.0%
- 45-64 years: 33.7%

The values include only positive COVID-19 specimens (n=3,372) as of 5/2/2020 at 12:00 pm.
Figure 2: COVID-19 Positive Tests* by Race

*The values include only positive COVID-19 specimens (n=3,372) as of 5/2/2020 at 12:00 pm.
**From the total number of COVID-19 positive cases, 4.4% identify as Hispanic.
Figure 4: COVID-19 Positive Tests* by Comorbidities

*The values include only positive COVID-19 specimens (n=3,372) as of 5/2/2020 at 12:00 pm.

HD = Heart Disease, CPD = Chronic Pulmonary Disease, CKD = Chronic Kidney Disease,
CLD = Chronic Liver Disease, Immuno = Immunocompromised
Figure 6: COVID-19 Associated Deaths by Race Category

- African American: 34.2%
- White: 58.9%
- Native Hawaiian/Pacific Islander: 1.4%
- Other: 5.5%

*The values include only deaths from positive COVID-19 specimens with a residence in Arkansas (n=73) as of 5/2/2020 at 12:00 pm.
*The values include only deaths from positive COVID-19 specimens with a residence in Arkansas (n=73) as of 5/2/2020 at 12:00 pm.
VULNERABLE POPULATIONS

- Persons over the age of 65
- People of all ages with chronic medical conditions, including:
  - People with chronic lung disease or asthma
  - People who have serious heart conditions
  - People who are immunocompromised
    - Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of immune weakening medications
  - People with severe obesity (body mass index [BMI] of 40 or higher)
  - People with diabetes
  - People with chronic kidney disease undergoing dialysis
  - People with liver disease
Isolate vs. Quarantine

Isolation or self-isolation applies to people who:

• Have a positive COVID-19 test.
• Have symptoms of COVID-19
• Are getting ill and think they might have COVID-19.
  o Symptoms may be mild and feel like a cold.
  o Symptoms could include a combination of cough, body aches, fatigue, and chest tightness.
  o Some people may not develop fever until several days into the illness.

Quarantine or self-quarantine applies to people who:

• Are close contacts of a person who either has a positive test or symptoms -- even early symptoms -- of illness.
**TIMELINE OF EVENTS**

Dec. 1, 2019  First reported patient became ill in Wuhan, China
Jan. 7, 2020  Pathogen identified as a novel coronavirus
Jan. 13, 2020 First case reported outside China in Thailand
Jan. 20, 2020 Human to human transmission confirmed
Jan. 20, 2020 First case reported in United States (Washington state)
Jan. 30, 2020 WHO declares a public health emergency of international concern
Mar. 11, 2020 First case reported in Arkansas
Mar. 23, 2020 Directive issued to close Barbers, Body Art Establishments, Body Art Schools, Cosmetology Establishments, Massage Therapy Clinics/Spas and Medical Spas
May 6, 2020   Establishments may re-open
• On March 23, 2020, the Secretary of Health, in conjunction with the Governor, issued a directive that Barber Shops, Body Art Establishments, Body Art Schools, Cosmetology Establishments, Massage Therapy Clinics/Spas, and Medical Spas should close for in-person operations.

• The next slides update the directive that outlines the conditions required to safely reopen these entities during Phase 1.
GUIDANCE

• Providers may resume services, however those services shall be scheduled by appointment with adequate time in between appointments to properly clean and disinfect. Walk-in appointments are prohibited during Phase 1.

• Vulnerable populations (i.e. those persons over the age of 65 or with chronic medical conditions) should consider remaining home during Phase 1.

• The Department of Health COVID Infection Control Education module should be viewed prior to reopening.
GUIDANCE

• Clients shall be pre-screened for potential COVID-related symptoms prior to arrival for the appointment using the following questions:

  1. Have you had a fever of 100.4 F or greater in the last 2 days?
  2. Do you have a cough, difficulty breathing, sore throat or loss of taste or smell?
  3. Have you had contact with a person known to be infected with COVID-19 within the past 14 days?

• Those answering “yes” to any of the above shall have their services postponed for 14 days.
• Employees/licensees shall be pre-screened with both the standardized questionnaire and a daily temperature check. Any employee with a temperature of 100.4 F or greater will not be allowed to work.

• Services shall not be performed on clients who show any sign of illness such as fever, cough, or runny nose. Signage shall be posted informing clients about this policy.
Personal Protective Equipment

- Licensees MUST wear a face covering at all times.
- For nail services, nail tech and client must both wear a mask when services are rendered.
- A cloth face covering is acceptable for both licensees and clients.
- Clients shall wear masks as services permit. Signage shall be posted informing clients about this policy.
- Gloves MUST be worn for all services as required by Rule. Licensees are encouraged to wear gloves for all other services when able.
Hand Hygiene (Washing or Hand Sanitizer)

- Hand washing is essential to reduce the spread of the virus.
- Arkansas Rules require hand hygiene before and after service. Hand washing preferred to sanitizer.
- Wash hands after eating, smoking, and using restroom.
- When possible, wash hands in front of clients.
- Have hand sanitizer available for clients.

Cleanliness rules more strictly enforced during this pandemic.
Customer Interactions

- Maintain physical distancing of at least 6 ft.
- Limit to 10 persons in establishment (including licensees, staff, and clients)*
- Clients are encouraged to wait in their cars until being called

*Conditions apply
Customer Interactions

• Handwashing shall be performed before and after each service.

• Decline services for symptomatic patients— even symptoms related to seasonal allergies

• Display signage indicating ill persons will not be serviced

• When possible, utilize online payments

• Wash and sanitize hands after each payment when unable to use online payments
Social Distancing

- Stations and waiting area seating should be arranged to maintain 6ft physical distancing.

- **All persons in the salon/shop/clinic are required to maintain physical distancing of at least 6 ft while services are not being rendered.** For most entities, occupancy will be limited to no more than 10 persons, including all support staff.

- Waiting area seating should be spaced to maintain 6ft physical distancing.

- In smaller facilities, the 6 ft physical distancing condition may require that fewer than 10 persons are present at any given time.

- Larger facilities (able to accommodate more than 10 persons while maintaining appropriate physical distancing) shall **operate no more than 30% of their stations** during Phase 1.
Disinfection

- All existing infection control rules remain in effect and will be enforced. Non-porous surfaces shall be cleaned and disinfected prior to use. Porous items shall be discarded after a single use.

- Disinfect 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)

https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2
Cleaning Capes and Smocks

- Drape each client with a clean cape.
- Employees should wear a clean smock between each client.
- Capes and smocks 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.
Reception/ Waiting Area

- Waiting area chairs shall be positioned to ensure 6 ft of social distancing. When possible, clients should wait outside of the shop/salon/clinic until called by their stylist/therapist.

- Clean and disinfect all retail areas daily, including products.

- Wipe down the reception desk, all seats, and tables. Consider covering cloth seating with plastic.

- Wash your hands after using the phone, computer, cash register, and/or credit card machine.
Restrooms

- Remove all items that do not need to be in the restrooms (i.e. lotion)
- Clean and disinfect ALL surfaces including floors, sinks, and toilet bowl
- Place trashcan by the door
- Clean restrooms frequently.
Shampoo Bowls

- Clean and disinfect all bowls, hoses, spray nozzles, foist handles, shampoo chairs and arm rests
- Wipe down back-bar products and shelves
- Limit face-to-face time with clients as much as possible
- Consider wearing goggles or a face shield during shampooing or other procedures generating droplets
Work Stations

- Clean and disinfect chairs, head rest, and arm rests.
- Clean all reusable tools; store in an airtight closed container.
- Clean and disinfect all linen hampers and trash containers. Only use containers that can be closed. Use liners that can be discarded.
- Provide hand sanitizer at all work stations.
- Consider barriers between stations.
- **All existing infection control rules remain in effect and will be enforced. Non-porous surfaces shall be cleaned and disinfected prior to use. Porous items shall be discarded after a single use.**
Items to Be Temporarily Disallowed

- During the COVID-19 epidemic, DO NOT use the following items
  - Public coffee or water stations
  - Magazines/books/newspapers/service menus, etc
  - Candy dishes
  - Product testers/samples
For Additional Information

CDC guidelines for “Cleaning and Disinfecting Your Facility”

Cosmetology and Massage Therapy Office
- cosmo@arkansas.gov
- Adh.massage@arkansas.gov

Your respective Licensing Board or Association
Identifying potential exposure to COVID-19

Appathurai Balamurugan, MD, DrPH, DipABOM, DipABLM, FAAFP
Deputy Chief Medical Officer
State Chronic Disease Director
Screening Questions: Employees

- All employees should be screened daily upon entering the establishment. They should be asked the following questions:
  
  1. Have you had a fever of 100.4°F or greater in the past 2 days?
  2. Do you have a cough, difficulty breathing, sore throat or loss of taste or smell?
  3. Have you had contact with a person known to be infected with COVID-19 within the past 14 days?

- Employees should have their temperature checked using a thermometer.

- Any employee found to have a temperature greater than 100.3°F should not be allowed to enter the premises.

- Re-check employees if they feel they have started running fever later in the day.
Stop the Spread of COVID-19
How to Screen Employees
Importance of Wearing a Face Covering
Cloth Masks

What do masks do?
• Keep you from touching your nose and mouth and getting infected from germs on your hands
• Protect you from respiratory droplets from other people’s cough or sneeze
• If you’re sick, it will keep you from coughing or sneezing onto your hands

Who should wear a mask?
• Employees and customers should wear masks at all times.
• Salons may want to consider providing disposable masks to customers that do not have a mask.
Cleaning and Disinfecting Procedures

Kelli Kersey
Cosmetology and Massage Therapy Section
Section Chief
Arkansas Department of Health
Cleaning and Disinfecting

- Cleaning is the removal of germs and dirt. Cleaning does not kill germs, but by removing them, it lowers the risk of spreading infection.

- Disinfecting refers to using chemicals to kill germs on surfaces. This process kills germs on a surface after cleaning and can lower the risk of spreading infection.
How to Clean and Disinfect Surfaces

- Wear disposable gloves and discard after each cleaning.
- If reusable gloves are used, those gloves should be dedicated for cleaning and disinfection of surfaces and should not be used for other purposes.
- Clean hands immediately after gloves are removed.
- Wash hands with soapy, warm water, for a minimum of 20 seconds between each customer.
- If surfaces are dirty, they should be cleaned prior to disinfection.
- For disinfection, diluted household bleach solutions, alcohol solutions with at least 70% alcohol, and most common household disinfectants should be effective.
- For soft surfaces such as carpeted floor, rugs, and drapes, remove visible contamination and clean.
OWNERS AND EMPLOYEES

LaToya Slaughter, RN
Nurse Coordinator/Wellness Care Manager
Office of Health Equity
Arkansas Department of Health
Employees who are sick will be expected to stay home.

Provide training, educational materials, and reinforcement on proper sanitation, hand-washing and other protective behaviors.

Ensure break-rooms are thoroughly cleaned and sanitized and not used for congregating by employees.

Ensure that all sinks in the workplace have antibacterial soap and paper towels available.

Post handwashing signs in the restrooms.

Be flexible with work schedules to reduce the number of people in establishments at all times to maintain social distancing.

Provide disinfectant wipes, liquid disinfectant containers, and disinfectant for disinfecting instruments and work areas.
Strategies to Counter Stigma

What WE can do as individuals

● Rely on and share trusted sources of information.
● Speak up if you hear, see, or read stigmatizing or harassing comments or misinformation.
● Show compassion and support for individuals and communities more closely impacted.
● Avoid stigmatizing people who are in quarantine. They are making the right choice for their communities.
● Do not make assumptions about someone’s health status based on their ethnicity, race or national origin.
Strategies to Counter Stigma

What YOU can do as barbers, cosmetologists, therapists and technicians:

- Stay updated and informed on COVID19 to avoid miscommunication or inaccurate information
- Do not spread myths or rumors
- Help clients access credible information
- Stick to the facts
Next Steps

Kelli Kersey
Cosmetology and Massage Therapy Section
Section Chief
501-682-2168
Re-Opening Checklist

- Complete Webinar Evaluation
- Print certificate
- Print Sign-in Sheets (ADH website)
- Cleaning supplies (per guidance)
- Gloves (per guidance)
- Disposal masks for clients (per guidance)
- Hand sanitizer (per guidance)
- Face covering (mask) for each employee (per guidance)
- Thermometer for employees (per guidance)
The Pulaski County Regional Crisis Stabilization Unit, located in Little Rock, is offering a tele-health support group for Arkansas residents who have tested positive for the COVID 19 virus.

Patients must call to register for support groups. **There is no charge for participation.**

Phone Number: 501-340-6646
Contact person: Lisa or Michelle

Please call between 8:30am and 4:00pm Monday-Friday to register or get more information.
QUESTIONS & ANSWERS
Is this really going to be safe for our staff and our clients? We are doing everything we can, but we are very concerned that we could be opening to soon.

The reopening of an establishment is the decision of each business owner after careful assessment of readiness. It is not mandatory and is a decision each establishment must make. The requirements that are put in place are intended to implement necessary protections. They may be considered very strict and, the Department believes, will minimize the risk to staff and clients if followed properly. Along with the Advisory Committee’s, the group of physicians that developed the directive included both women and men and is racially diverse (African-American, Asian, Latino, white), so many perspectives were represented. The May 6th opening date is not mandatory but is personal decision to return to work when you feel it is safe. The goal for reopening is to get Arkansas businesses back as quickly but as safely as possible.
If we have 7 private rooms for each eyelash artists and now being remodeled for doing hair as well can we all still all work? That’ll make more than 10 people in one large building. More than ten is allowed providing 6 foot distancing is applied and not to exceed 30% of the chairs/stations.

If we have tanning beds in our salon (mine has 2), will we be able to offer tanning services if we have less than 10 people in business & keep contact information and schedule by appointment only? Should we not allow tanning services until June or after? Tanning was not part of the Directive tanning has been allowed. The 6 ft distancing is a recommendation for all businesses.

Different prep requirements, readiness criteria for massage compared to hair services and tattoo services. Sanitation and disinfecting requirements are the same that is common practice for massage therapy industry.
How long will we have to be masked?
Phase 1 and possibly phase 2 depending on the covid-19 statistics going forward.

How can we obtain some PPE for re-opening?
All supplies that are needed are common practice for the beauty industry the only added supply would be a mask for the stylist. The mask can be disposable or cloth mask. Mask for clients are encouraged but not required.

Should shampooing be avoided unless required by the service, i.e. perms, colors?
Services may resume as long as the guidelines are followed during the service.
With massage, most clients are disrobed and many of us use forearms, elbows and some feet. How do we protect our clients and selves from risk when these techniques already are protecting our hands from overuse injuries?
The guidelines that are set if followed will minimize the risk for the licensee and the client.

**How and when will the barbershops receive the supplies?**
Supplies should be purchased by the licensee.

**What about clients who are face down and their breathing would be greatly impaired using a mask?**
Mask are encouraged for clients but not required for all services.
Should we blow dry our clients hair or will that contribute to the spread of COVID-19? Blow drying hair is permitted.

What about children that require a parent, but with parent would be over 10 in salon? Children may be accompanied by a parent.

And will there be someone checking on these establishments to see if they are complying to the rules. Yes inspections will resume.
What if someone was in contact with a contagious person and lie to us.
The agency cannot address the actions of a client. The protections listed in the directive are intended to help create protective barriers for the licensee and clients. Following the directive is critical.

Should prices go up since we are investing more on disinfectants. Disinfectants that have been used as common practice in salons should be used no other supplies are necessary.

How can a shop owner ensure they are getting all the information being provided by the Arkansas Department of Health?
Make sure your email is on file with the Cosmetology Section, continue to monitor the Arkansas Department of Health Website, healthy.arkansas.gov, daily.
If one of my stylists has travelled out of the state (by plane to Chicago, IL), does she need to quarantine for 14 days before returning to work?
Yes

What about autistic children who have a hard time even wearing a cape.
Cape is not required however if a cape is used it must be a disposable or freshly laundered cape.

What if our clients refuse to wear a mask?
Face coverings are encouraged for clients but not required.
Please contact the Work Force Service Department for questions pertaining to unemployment.
https://www.dws.arkansas.gov/
1-855-225-4440

Please contact the IRS for stimulus check questions.
IRS.gov