

1. Why aren't the LMT's being considered for any of these webinars and when do they plan to give us some guidance or direction. The webinar is for all licensees, Barber, Body Art Cosmetology and Massage Therapy
2. Sanitization procedures- Will be discussed during the webinar
3. Recommendations for mobile salon services for the disabled- Not recommended during Phase 1 individuals with disabilities are considered high risk.
4. When is our unemployment going to be granted? Why are we the last to get assistance? Where are the grants for PPE when SBA and the PPP have failed us? Please contact the Work Force Services Department for unemployment concerns
5. Why hasn't immediate funding been available for small beauty shop owners? Even though I previously held another full time job for 2 years before deciding to only work in my shop, I still have unemployment pending? Please contact the Work Force Services Department for unemployment concerns
6. What is the capacity allowed? Generally a 10 person limit to include clients and staff with implementing the 6 foot physical distancing however if facility is physically smaller and cannot accommodate 10 people with distancing, then the limit is less, if the facility is physically large and can accommodate more than 10 with the 6 ft distancing it may allow more people but not to exceed 30 % of the stations/chairs.
7. How long will we have to be masked? Phase 1 and possibly phase 2 depending on the covid- 19 statistics going forward
8. What constitutes a small vs. large facility? ~~More than 5 stylist would be considered a large salon~~ A definition has not been declared, and the physical space will determine large or small facility, based on the capacity to provide 6 ft distancing between clients and staff.
9. Are we required to wear gloves during cutting! Gloves are encouraged but not required for all services
10. What about children that require a parent but with parent would be over 10 in salon? Children may be accompanied by a parent
11. We have 11 stations in salon. At over 6 feet apart we could have 6-7 working easy. Is that allowed or is it just 10 persons in building? That would be allowed if the 6ft guidelines are met
12. Gloves need to be worn through entire service? Gloves are encouraged but not required for all services
13. How can we be safe during this return being we have to be so close to our clients – Will be discussed during the webinar and the protections identified in the directive such as wearing gloves and the requirement to wear a face mask and the health screening are intended to help you protect yourself and your clients. Additionally the reopening of an establishment is not required, and is a decision that each business must carefully assess for their readiness.
14. I cannot find one for massage therapists, so someone please let me know what I should do –The webinar is for all licensees. Barbers, Body Art, Cosmetology and Massage Therapy
15. All the specific guidelines to open back up. – Will be discussed during the webinar please find the actual directive using this link in the ADH webpage  
<https://www.healthy.arkansas.gov/images/uploads/pdf/FinalCosmetology-UPDATED-05220.pdf>
16. Will I and the person I rent a booth to get pay for closing for a month – Please contact the Work force Services department for unemployment concerns

17. 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 too 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 6<sup>th</sup> opening date is not mandatory but is a 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.
18. Are we required to wear gloves to shampoo hair, cut and style hair? Gloves are encouraged but not required for all services.
19. Are blow dryers or dryer chairs ok to use? Yes
20. To clean & sanitize we have Barbicide disinfectant, do we need more such as bleach water solution? Barbicide is all you will need be sure and follow the contact times.
21. What is the best way to keep us as well as clients safe? Follow the Directive which includes things like follow sanitization and disinfecting procedures, and clean between clients and washing your hands frequently
22. Do we stylists have to check the temperature of each client we have? No temperatures do not have to be taken however the 3 pre-screen questions should be asked.
23. Why are salons opening during Phase One when the president as well as our own Dr. Smith both have said salons are not a Phase One activity? The phase 1 guidelines set by the President have been met in Arkansas for opening salons. Dr Smith along with physicians and the Governor appointed task force have studied the matter and have determined careful, measured, controlled opening is an appropriate but cautious approach .
24. Why haven't we received any unemployment & where do we suppose to get all the extra masks, disinfectants, alcohols, & lysol that's gon be needed to help with all the new safety methods & the extra sanitization that's required. Please contact the work Force Service Department for questions pertaining to unemployment. All sanitation requirements are common practices that salons already follow, the disinfectant that you use in your salon on a daily bases is all that is needed to clean and disinfect. Mask are a new requirement a disposable mask or a cloth mask can be used.
25. Will we be financially compensated for the fact we were shut down without there being any failsafe in place to help us pay our bills? Please contact the Work force Services Department of unemployment concerns Will there be failsafes put in place for the next time this happens? We were shutdown without warning or any time to prepare our staff or clients. What preparation will be put in place for the future? Salons were targeted, over policed, and harassed unduly. What protocols will be put in place for future events such as this? Where was the guidance from the state board of cosmetology during the shutdown? Emails were sent to all salons and licensees that had an email on file with the ADH Cosmetology Section. Also all updates were placed on the Department of Health's website Why didn't they represent us? The Cosmetology Technical Advisory Committee advised the Governor's task force on guidelines for reopening.
26. I'm a massage therapist so any extra guidelines or feed back would be nice – The webinar is for all licensees. Barbers, Body Art , Cosmetology and Massage Therapy

27. Are there any provisions for those of us who own small salons to receive financial aid for the six weeks we were shut down? If so where do we apply? Please contact the Work Force Services Department
28. 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
29. When is proper time to wear gloves & when to change them? Gloves are encouraged but not required for all services. Gloves shall be worn for all services as required by Rule. Licensees are encouraged to wear gloves for all other services when able. Wearing gloves is intended to protect the licensee and the client.
30. How do you handle multiple family members wanting in at the same time? Children can be accompanied by a parent.
31. Do clients have to wear gloves and mask? Clients do not have to wear gloves. Clients shall wear masks as services permit. A cloth face covering is acceptable for this. Hair stylist have to wear gloves and masks at all times, even while cutting hair? Mask are required for stylist. Gloves are encouraged but not required for all services.
32. If employees who rent booths applied and receive Pandemic Employment Assistance, the owner of beauty shop cannot apply for small business loan, correct? Please contact the Work Force Services Department for pandemic assistance.
33. 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](http://healthy.arkansas.gov), daily.
34. How long to we foresee these restrictions being in place? The Department will continue to track covid-19 data to determine when Phase 2 can begin.
35. 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
36. massage therapist and massage school owner who wants to hear this address and how items may be applicable to my business. especially since ADH keeps lumping us in with the hair dressers! :( The Webinar is for all licensees. Barbers, Body Art, Cosmetology and Massage Therapy
37. What are the regulations regarding children being present in the salon? Children receiving haircuts can be accompanied by a parent. Especially children under the age of two that cannot wear a mask? Mask are encouraged for clients but not required. Not everyone has childcare available to them at this time. Stylist are encouraged to not bring their children to the salon at this time.
38. Are we allowed to use a blow dryer ? Yes I have heard conflicting answers, some say yes and others say no. No services are restricted.
39. Are clients required by law to wear a mask or are only Barbers required to do so? Mask are encouraged but not required for clients Barbers, stylists, employees of all the establishments in the directive shall wear a face covering at all times. A cloth face covering is acceptable for this purpose. If the majority of masks are mostly to keep an individual from spreading the virus (or others), then shouldn't everyone be required to do so? Salons can require clients to wear a mask at their discretion You'd want to protect the Barber as well, who will see multiple clients throughout the day, correct? 2) How safe is it to go back out at this current time? Would it be irresponsible to open or is it safe enough that our barbers and clients likely won't get sick? More than half of our clients are over the age of 60, so we want to protect them the best we can

because they are the most vulnerable. The directive and the requirements that are put in place are 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 6<sup>th</sup> 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.

40. Are we going to use anything stronger or different to sanitize other than barbicide? Barbicide is a satisfactory disinfectant.
41. When will we have access like health care professionals to the PPE needed to do our jobs safely since we have a hands on profession? Gloves should be worn for all chemical services but not required for all services. The only added PPE needed is a mask which can be disposable or cloth mask.
42. 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.
43. What if our clients refuse to wear a mask? Mask are encouraged for clients but not required.
44. Webinar on Tuesday evening to open on Wednesday morning, how am I going to meet guidelines overnight? Many of the guidelines are common practice for the beauty industry. The only added protection is a mask for stylist. What is difference between small and large shop? ~~More than 5 stylist is considered large.~~ Each establishment must make the assessment of size based on the 6 ft distancing requirement.
45. How do we get supplies when there is no supplies to buy 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.
46. I would like to know if there is a list of approved sanitizers/disinfectants that will be approved as appropriate to use in the salon and if so what would be the recommended products for use around sensitive clients like the elderly because I work in a Assisted living facilities salon and deal with alot of sensitive clients. Disinfectants that are used in salons as common practice can be used
47. Why are they reopening salons? Do you think we have an option to not reopen? Reopening is a decision each business owner must make after assessing readiness. The requirements that are put in place are 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 6<sup>th</sup> 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.
48. 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.
49. Even though the governor opened us up. I have spoke to quite a bit of my clientele and they don't feel like it's safe enough to come to salons yet. Can I still receive unemployment if I am not at my business compacity Please contact the Work Force Services Department for unemployment concerns

50. 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? Thankyou. Tanning was not part of the Directive tanning has been allowed. The 6 ft distancing is a recommendation for all businesses.
51. Will the ADH offer masks, gloves and/or disinfectant spray or some kind of funding to purchase these items to salons? The government does not have supplies for distribution to all businesses across the state.
52. What if we don't feel safe with reopening, will it be counted against us? It is an individual decision each business owner must make after assessing the readiness of the business
53. Why are temperature checks required when the virus spreads asymptotically? The taking of a clients temperature is not required, the 3 pre-screen questions are all that is required.
54. Why are their different requirements/suggestions in each state in regards to Face shields? It is up to each state to determine the guidelines
55. What are the contact tracing requirements? ???Asa suggested more directives to come, more than what was written in health department guideline. Contact tracing is a public health activity which includes identification of individuals who have been exposed to communicable disease Other states are requiring more as if we are the canaries in the coal mine.
56. If we'll be given any funding during this pandemic? We still haven't got our PUA funding or back pay, when will this be a definite? Please contact the Work Force Services Department for funding concerns
57. How will we be able to continue services if we cannot find/get our hands on cleaning/sanitation supplies? Hand soap is required in salons nothing different is required other than what has been used before the Directive to close was issued.
- ~~58.~~ Do gloves have to be worn at all times even when cutting hair? Gloves shall be worn for all services as required by Rule. Licensees are encouraged to wear gloves for all other services when able.
59. Why did salons open this soon when we CANNOT AVOID PERSONAL CONTACT? The requirements that are put in place are very strict and the Department believes, will minimize the risks 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 6<sup>th</sup> 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.
60. Why were salons reopened before restaurants? Many of the sanitation and disinfecting procedures are common practices in the beauty industry and are already in place allowing for a sooner opening
61. .Why are the Arkansas Ready for Business grants not available to booth rent salons? This grant only applies to businesses with W2 employees when the majority of independent Arkansas salons are booth rental. So essentially these grants given to salons will be for corporate salons? Can this grant be amended to include booth rental salons so the businesses that really need it may apply? The ADH is not responsible for Arkansas Ready for Business Grants. Please contact Arkansas Workforce Services for information about unemployment and related topics.

62. We are a medical facility as well so I believe o should be covered in this area with following all protocols and procedures but not sure Licensed medical providers and licensed medical facilities have directives specific to the medical specialty. Refer to the ADH webpage for the list of directives specific to the medical facilities: [Healthy.Arkansas.gov](https://www.healthysark.com)
63. Why is a group that is touching someone one of the first phases to open? Many of the sanitation and disinfecting procedures are common practices in the beauty industry and are already in place allowing for a sooner opening
64. And will there be someone checking on these establishments to see if they are complying to the rules. Yes inspections will resume
65. Why weren't you Governor's working together? ???? Please contact the Office of the Governor for more information regarding his work regarding COVID-19. Also watch the daily press briefings typically at 1:30 daily.
66. Do we have to take everyone's temperature? No client temperatures are not required. The 3 prescreen questions should be asked of clients before services. Employees/licenseses 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.
67. If barbicide products are not available, can I use any EPA registered disinfectant? Yes
68. Are mask mandatory for everyone in the establishment to wear? Barbers, stylists, employees shall wear a face covering at all times. A cloth face covering is acceptable for this purpose. Clients shall wear masks as services permit. A cloth face covering is acceptable for this purpose. Signage shall be posted informing clients about this policy
69. Is blow drying hair prohibited? No How many stylist can work at one time in a 9 person salon? The 6 ft distancing must be maintained for all in the establishment, except during performance of a service. Each business must determine the maximum number of people including staff in the establishment. While ten is suggested, it may vary based on the physical space of the establishment. For establishments with a large physical space, in which more than ten people may be accommodated with the 6 foot distancing, more than 10 people may be allowed not to exceed 30% of the chairs/stations
70. How safe is to go back to work with blood pressure and diabetes and anxiety????? Re-opening an establishment is a decision that is made by the business owner and licensee. If employed please discuss your concerns with your employer.
71. How can we get our self-employed unemployment started for the time of shut down? Please contact the Work Force Service Department for unemployment concerns
72. Have any funding been made available for cosmetologist or Barber through unemployment or covid-19 stimulus pay? Please contact the work force services department for unemployment questions
73. Are we supposed to change mask/apron for each guest? Mask do not need to be changed between each client. Aprons should be changed
74. Are we required to take temps at the door? No client temperatures are not required. The 3 prescreen questions should be asked of clients before services.
75. Are the guidelines different for salons in assisted living facilities than other salons. The requirements are the same.
76. What is the best way to protect our selfs? Follow the Directive guidelines. 2. What if employees don't want to return to work because they are worry to get contagious? It is a personal decision

to return to work when they feel it is safe Each employee should discuss concerns with the employer. . 3. If I decide to remain close for 2 more weeks, how do I keep my clients. Each licensee is encouraged to make decisions regarding re-opening that are carefully considered for their readiness and ability to meet the requirements. ~~That is a personal decision~~

77. 4. 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
78. ? ???5. Should prices go up since we are investing more on disinfectants? \*I think we should reconsider about reopening yet. Disinfectants that have been used as common practice in salons should be used no other supplies are necessary.
79. Can mask/gloves be donated to those that are wanting to reopen? ???If you had a loss in income from last year taxes, how do you get included in the financial assistance for salon owners? Please contact the Work Force Services Department for financial concerns
80. No, question, but a suggestion that needs great consideration and that would drastically benefit any organization. That being said, There needs to be a committee of individuals of any given trade that actually WORKING IN or LIVING IN “said” environments that actually have a genuine perspective of what is truly needed and or beneficial! I contacted the Board of Cosmetology at the onset of the shutdown, and they could not answer even one of my questions!! Not to mention the Governors first announcement on date of closures was at some point amended, costing 95-98% of businesses to lose a day and a half of income!!! Then we are only given 5 days to put the wheels back on the train and get it back on the track, with a list of even more to-dos! Case and point the people making the decisions- that affect thousands if not tens of thousands- haven’t even taken steps to talk to the people, that are directly effect by those decisions!!! How can a public health doctor or Governor know what goes into PREPARING to reopen restaurants, salons or any other service business?? They can’t!! Unless they ask the people that are actually “IN it”! Not a person with a title that has NO clue what the scope of work is, much less what would best serve them in any capacity. The Cosmetology and Massage Therapy Committees were both consulted on the guidelines for reopening. Both committees are made up of licensees in the industries.
81. Will the state offer PPE or a direct supplier for PPE including masks that will provide protection for the stylists similar to nurses and doctors? At this time the state has not identified funding to supply businesses with supplies  
??? Since Direct contact was a leading concern to close establishments to prevent the spread, what has changed in regards to cosmetology and barbering? The data has been tracked and deemed on track for Phase 1 opening.  
Does the DHS intend to use establishments like salons to promote herd immunity? Please contact Department of Human Services for more information regarding their activities regarding COVID-19 Does the CCD recommend reopening and do they recommend a licensed hairdresser to return to work if they have family members at home that are in the high risk category due to pre-existing conditions? It is a personal decision on when to return to work. You should return when you feel it is safe for you to return.
82. When will cosmetologist receive covid-19 relief help – Please contact the Work Force Services Department of relief questions.

83. 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.
84. What are our risks of getting the virus when we reopen May 6th? The guidelines that are set if followed will minimize the risk for the licensee and the client.
85. Is there going to be another webinar for massage therapist? The webinar is for all licensees. Barbers, body art, cosmetology and Massage Therapy
86. Is UV disinfecting an acceptable process for metal tools or masks? Follow the same processes in your establishment.
87. 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 therapist and the client.
88. 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.
89. Requirements for nail, facial, wax and hair services for reopening. Will be discussed on the webinar
90. We will reopen once authorized for our region. You may resume operations May 6<sup>th</sup> in accordance with the directive
91. Should we blow dry our clients hair or will that contribute to the spread of COVID-19? Blow drying hair is permitted.
92. What extra precautions we can take as hairstylist? Follow the details outlined in the directive. Which will be discussed on the webinar
93. How can massage therapy be safe at this time? The guidelines that are set if followed will minimize the risk for the therapist and the client.
94. Do massage therapists have to wear gloves? Gloves are encouraged but not required for all services.
95. Need unemployment and need funding to help in my business so we can stay opened Please contact the Work Force Services Department for unemployment concerns.
96. If there will be any effort to help us acquire PPE, since most of us have not received any income nor CARES act unemployment funds for over a month and even basic disinfectant supplies have been sold out for weeks. AT this time funding is not identified for business supplies
97. Since I am over 65 and the guidance is these individuals are encouraged to stay home during phase one will I be ineligible for pandemic assistance until further restrictions are lifted? Please contact Workforce Services for information,
98. Health precautions for massage therapy. The Directive guidelines are for all licensees, Barber, Body Art , Cosmetology and Massage Therapy
99. You have Mother and daughters and Father and sons that live in the same household together. Will that be considered one person until their services is complete on them, then move to the next client that will enter the Salons and Barber shops. Will that be considered one client in the household or do the parent leave the kids in the car by themselves until the parents complete their services Children can be accompanied by a parent. A Family of four would be considered 4 clients and should be counted as 4 when following the 10 person guideline.

100. How will stateboard be able to know if Beauty Salons/Barber Shops are actually following the guidelines? Inspections will resume.
101. Because I have not filled my 2019 taxes, but did in 2018 is this the reason why I have not received my stimulus yet.? Please contact the IRS for questions pertaining to stimulus funds. And # 2. Why is it so hard for self employed stylist to try and get any help. Please contact the Work Force Service Department for unemployment questions. I have purchased so many things that are required now that I am supposed to have. Wonderful
102. What we need to use to sanitize the chair – The disinfectant that has been used in the salon as common practice can be used to sanitize your chair.
103. How long do we have to keep #'s under 10.... is this by square footage? If the square footage can accommodate the 6ft guideline more individuals can be present What about private suites? Private suites should only have the licensee and one client present.
104. Will our screening process of customers be strictly verbal or will we be required to purchase a touch-less thermometer. Verbal. The 3 prescreen questions should be asked of every client.
105. How and when will the barbershops receive the supplies? Supplies should be purchased by the salon owner.
106. Curious about how to use and sanitize capes. Capes should be disposable or freshly laundered for each client.
107. 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.
108. Do we have to wear gloves while cutting hair? Gloves are encouraged but not required for all services.
109. Everyone is saying we don't have to open if we don't feel safe to open on May 6th, will there be continued support for those that don't feel safe? Please contact the Work Force Services Department for funding questions.
110. I run a small suite salon, what precautions do I need to take in regard to the small space? Follow the guidelines of the directive and there should only be the stylist and one client at any time during a service. What are the regulations on off site work? Offsite work is prohibited by Law.
111. May I book a cut in between a color process as long as I stay under 10 people in the salon including the stylist being apart of 10 people stylist should only service one client at a time.