

HEALTH AND HYGIENE RECOMMENDATIONS GUIDE FOR HAIR SALONS

Updated guide according to the instructions published on the 3rd of May in Order SND/388/2020, which establishes the conditions for the opening of certain businesses and services to the public.



Produced by:

 **stanpa** Spanish Cosmetics Toiletry
& Perfumery Association

With the support and collaboration of:





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Guide prepared by:



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The preparation of any type of document based totally or partially on this reference guide must include an express mention to the source and authors of this document: "Health and Hygiene Recommendations Guide for Hair Salons prepared by Stanpa - the Spanish Cosmetic, Toiletry & Perfumery Association".

Purpose of this guide.

Introduction

This Good Practice Guide aims to establish common principles of an informative nature, security measures and action protocols that allow the recovery of the activity of hair salons in Spain, ensuring the protection of both workers and clients against COVID-19. The basic principles on which the reopening of hair salons in Spain will be based will be: maintaining proper hygiene measures, controlling access for workers and clients, as well as showing the correct use of personal protective equipment.

For this, the different instructions and recommendations prepared by the Ministry of Health have been considered, as well as those of the Guide of Good Practices for establishments in the commercial sector. The content of this guide must be adapted to the health instructions that, depending on the evolution of the pandemic, will be issued later. The sector is firmly committed to the safety and hygiene of its establishments, workers and clients. The reopening of hair salons must meet sanitary guarantees, as well as expectations of excellence in care, well-being and the enjoyment of the experience of the hairdressing service itself.

**Hairdressing is an essential service in our society
to respond to biological, social and emotional needs
after a hard confinement**

This document is configured as a basic reference guide, non-exclusive to any additional measure that the hair salon considers appropriate. The guide presented here has been prepared and agreed by the following entities:

STANPA, CONEPE, ANEPE, PELUQUEROS UNIDOS DE MADRID, COOPERATIVA PELUQUEROS VALENCIA, INTERCOIFFURE ESPAÑA, Q HAIR, BARBERÍAS CON ENCANTO, CLUB FÍGARO, SALON LOOK and MODUMB.



1. General information measures for my employees and clients

In order to make it easier for employees and clients to be aware of the health and hygiene information measures in the hair salon, it is recommended to use informational signage in the establishment, on its website, social networks and at the time of making telephone appointments.

Communication elements for staff

- Provide a dossier with all the information on COVID risk and the prevention and protection measures that will be taken in the company.
- Recommend the use of individual means of transport to workers.
- Provide the necessary advice and training on health and hygiene measures in the workplace.

The hairdresser's relationship with the client has always been highly personalized, a value that takes on special importance and is worth strengthening at a time like today.

Communication elements for clients

- Request clients who are not going to attend the appointment and/or cancel it, if they have any symptoms compatible with COVID-19.
- Inform about all the prevention, disinfection and cleaning measures carried out in the hair salon, as well as the service protocols that will be used.
- Inform about the schedule system and prior appointment, as well as the need to respect them.
- Inform that the person will be attended individually. Recommend not to go with companions or small children who will not require services.
- Inform about the services that will be carried out and those that will not be carried out in the hair salon during the transition period (*if any*).
- Hang the sanitary instructions that must be followed at all times in visible areas of the premises, both in the client areas and in the employee areas. Likewise, inform through social networks and the web of the new established regulations.



2. Protection measures

The prior appointment becomes the priority tool to ensure the individual attention of our clients.

It is essential that employees are protected in order to protect clients and our business, being mandatory the use of individual masks, frequent hand washing and the use of gloves where applicable.



OUR WORK TEAM

2.1. Personal protection items

- **Check the temperature** at the entrance to work with a remote infrared thermometer. If you have a fever higher than 37.5 degrees and **present symptoms of respiratory infection, cough, shortness of breath or alternation of the sense of taste or smell, you should stop working and go to the health center.**
- Ensure **safety distances between people from 1.5 to 2 meters.**
- Assess the situation of particularly sensitive and at-risk employees (*age, current pathologies, etc.*) and avoid their incorporation (*or delay it*) as much as possible.
- Provide **mask** (*surgical type or superior protection*) and **gloves** (*latex, nitrile or vinyl*) for **individual use.** At the discretion of the hair salon and its equipment, replace the masks with a plastic face protection screen.
- Have **hydroalcoholic solutions** distributed throughout different parts of the hair salon.
- **It is recommended that the work clothes be different from that of the arrival at the job. If possible cotton.** Clothes should be washed every day at 60 degrees and in cycles of at least 30 minutes. As an alternative, you can use single-use gowns, which are usually available in each hair salon.
- It is recommended to use shoes other than street shoes, preferably washable, or to use plastic shoe covers.

2.2. Protocols regarding protection elements

- The **use of a mask** (*surgical type or similar*) is mandatory **throughout the day**.
- It is recommended to use gloves systematically, especially between client and client or when touching objects. It is advisable to use a pair of gloves per service and change them whenever they get wet, stain or deteriorate. Pay special attention where they are already intended to be used as coloring services or in the washbasin.
- **Wash hands frequently with soap and water or sanitizing solutions before, during and after service.** Keep in mind that continued hand washing is the main protective measure in the hair salon.
- **Avoid jewelry on the hands** such as bracelets, watches, rings... **and wear your hair up.**
- **The individual disposable protection material will be located in containers,** preferably with a lid and pedal in the changing room area inside a bag.
- Transmit a normal environment to avoid stress from employees and clients.



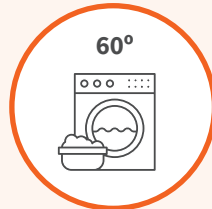
Temperature control



Use of mask



Disposition of hydroalcoholic solutions



Clothes must be washed every day at 60°

2.3. Entry-exit protocols and use of common staff areas

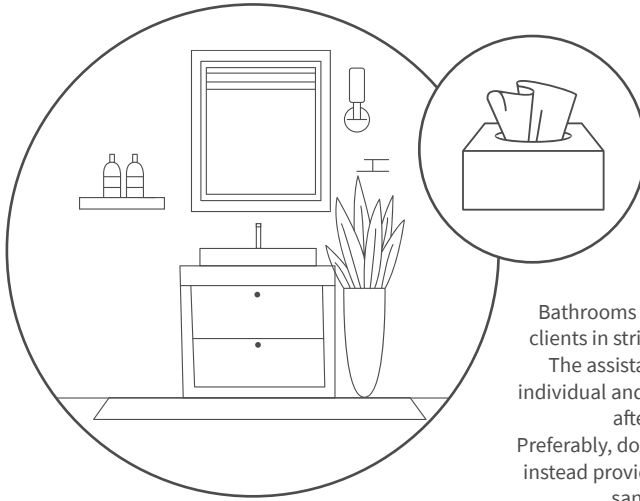
- The areas of movement of each person must be clearly indicated by marks on the ground or barriers.
- Children's play areas must be closed and access must be closed.
- The number of clients to be attended should be guided by the size of the hair salon and the conditions of the establishment.
- Remember to keep the minimum distance of 1.5 to 2 meters and reduce the number of people attended at the same time.

- Establish work shifts that ensure the non-agglomeration of workers and clients. Establish shifts of entry and exit of staff too.
- In the changing room area, respect the distance of 1.5-2 meters. Avoid crowding of people.

REMEMBER

The number of clients must be adjusted to the size of the hair salon and the conditions of the establishment.



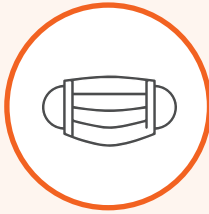


Bathrooms can only be used by clients in strictly necessary cases. The assistance will always be individual and they will be sanitized after each use. Preferably, do not use textile towels, instead provide paper napkins and sanitizing gels.

- Bathrooms can only be used by clients in strictly necessary cases. The assistance will always be individual and they will be sanitized after each use. Preferably, do not use textile towels, instead provide paper napkins and sanitizing gels.
- Attendance to the warehouse will also be individual.
- Rest/meal times will be established in turns and the established personal hygiene and safety standards will be complied.
- In changing rooms and staff bathrooms, hygiene protocols will be maintained and sanitizing soaps and gels will be provided.
- The use of common appliances (*coffee machines, microwaves, kettles, etc.*) must be kept sanitized after each use.

REMEMBER

The individual disposable protective material will be located in specific containers.



Provide mask and gloves



Provide gowns, disposable capes, etc.



Deliver individual bag to collect client's belongings



Do not provide magazines, press, etc.

CLIENTS

The safety and tranquility of our clients, our priority.

2.4. Personal protection items

- It is recommended to **provide masks, if the client does not bring them with him**. Additionally, gloves will be available if there are any and the client requests them.
- **Provide the rest of the elements to carry out the service (*dressing gowns, disposable caps, etc*) that the client must wear.**
- **Provide an individual bag to collect the client's belongings** that will be returned at the end of the service that the client will keep while being attended. It is recommended to keep in a different place from the usual staff.
- **Do not provide magazines, newspapers, digital tablets or any item that may pass from one client to another.**

2.5. Protocols regarding protection elements

- When scheduling the appointment, **clients will be reminded** not to go to the hair salon or to cancel the appointment, if they have symptoms compatible with COVID-19, such as fever above 37.5°, cough, respiratory distress, etc.
- **Inform that the client's contact information** and the time of his entry/exit of the hair salon **will be documented with his consent** to be able to trace any chain of infection, in case the health authority requires it.

- The client will keep the protective elements (*masks, capes, gowns etc*) **for the duration of the service**. Once the service is finished, he will dispose of them in containers placed for this purpose following the established protocols.
- **Always have a hydroalcoholic gel dispenser** for clients in the toilets/entrance/exit areas of the establishment.

REMEMBER

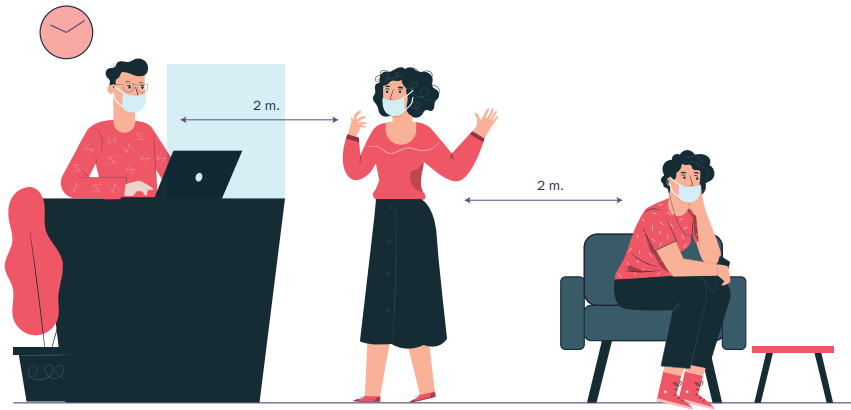
Always have hydroalcoholic gel for clients distributed throughout the hair salon.

Clients will be reminded not to go to the hair salon if they have symptoms compatible with COVID-19.



3. Working protocols

The reception of the hair salon has always been essential for the management of services, now its role becomes even more important to avoid crowds.



Preferably, make phone appointments



Delete magazines and general print press



Eliminate water dispensers



Provide gowns, disposable capes, etc.



Deliver an individual bag to collect belongings

3.1. Reception

- **Preferably, make telephone appointments adjusting the time of each client-service to improve the workflow.** Consider margin time to clean between client and client.
- **Preferential attention schedule for people over 65 years old**, which must coincide with the time slots for walks and physical activity of this group. It is recalled that Order SND/380/2020 sets the departure time for people over 70 years old and dependent persons from 10:00 to 12:00 and from 19:00 to 20:00.
- Avoid accumulations in the waiting area. Maintain distances of 1.5-2 meters between people.
- Maintain a safe distance in courtesy greetings, keep belongings and accompany the client to the dressing table.
- **Eliminate magazines and general printed press in this area**, also plants or any element that can be manipulated.
- Eliminate water dispensers and provide, if possible, individual water bottles or single-use glasses.
- Limit the exhibition area of products for sale, making it only accessible to the hair salon staff.

- **Protect the reception area:** keyboards, telephones, office supplies. Assess the possibility of incorporating a transparent screen. Disinfect frequently these items and do not share them.
- Provide the protection elements, previously mentioned, to the client. Locate the client (*in the waiting area or in the space where the service will be carried out*).
- **Assess the possibility of installing a partition or a screen in the reception area.**
- Consider incorporating payment systems that avoid direct contact with money.

3.2. Service development

- **Maintain a distance between clients of 1.5-2 meters in the dressers area or include a partition.** Consider the redistribution of the space of the premises, the location of the different furniture and the use of spaces for other services.

REMEMBER

Keep the safety distance of 2 meters.



- Avoid attending clients simultaneously at the washbasin if there is not enough separation between them to guarantee the safety distance.
- Replace regular towels with disposable towels as much as possible. **Always have soap and sanitizing gel available, also in the washbin area.**
- Each team member will have their own materials. **Preparation of brushes, scissors and combs previously, ensuring that they are perfectly sanitized for each service.**
- Whenever possible, use hair straightener or professional hairdryers in hair salons or low speed drying to avoid dispersing the air. **Keep the filters of the hairdryers and the rest of the electrical equipment (hair straighteners and curling tongs) clean.**
- Avoid shoulder bags with utensils and keep tools in closed spaces.
- **It is recommended to carry out all the service through the same stylist** keeping the client in the same space during the service.
- **Avoid putting your hands in the products (masks, waxes, creams, gels).** Extract the necessary content with depressor sticks or spoons. Always wash your hands before depositing the product in them.
- **Enhance communication with the client giving peace of mind regarding the service.**

3.3. End of service

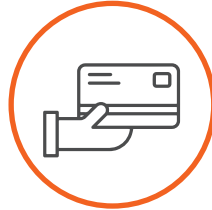
- Respect the time established for services, avoiding excessive or unnecessary waiting at the facilities.
- Accompany the client to the reception, discard the material used by him and place it in the containers. If it is material for washing, place it in the specific container. **Remember to wash it in hot water at 60 degrees and 30 minutes.**
- **Collection services: promote the use of electronic means.** If it is in cash, use a container to deposit the money and withdraw it without direct contact. Deliver the change in the same way. Sanitize the keyboard and dataphone after each use.
- **Return to the workspace and disinfect the surfaces where the client has been attended,** including cranks, armchairs, washbasin, etc.
- Replace individual gloves if necessary and was your hands frequently.

REMEMBER

Enhance communication with the client giving peace of mind regarding the service.



Respect the time established for each client



Promote the use of electronic means for the collection services



Disinfect the surfaces where the client has been attended

4. General hygiene and cleaning of hair salons

The importance of hygiene in hair salons.

- **Cleaning and disinfection will be carried out at least twice a day** with special attention to the most frequent contact surfaces (*knobs, telephones...*). Compulsorily, one of the cleanings will be carried out at the end of the day.
- **Disinfect and sanitize daily the premises, shelves, reception, warehouse, etc.**
- **Disinfectants will be used** as dilutions of freshly prepared bleach (1:50) or any of the disinfectants with virucidal activity that are on the market and that have been authorized and registered by the Ministry of Health. If a commercial disinfectant is used, the indications on the label will be respected.
- During floor sweeping, the removal of hair debris should be done slowly and carefully. Avoid dispersing dust or dirt.
- Establish people responsible for general cleaning. **Provide the necessary equipment.**
- **Keep a record of general cleaning hours to monitor and have a history.**
- **Keep the hair salon ventilated** a minimum of 5-10 minutes a day.



Cleaning and disinfection will be carried out at least twice a day



Keep track of general cleaning hours to monitor

5. Other considerations to take into account

Plan the spaces and times with the work teams

Redistribute the space, if possible, to ensure the distance measures recommended by the government

Agree on the new work schedule adapted to the situation with the employees before starting the opening of the hair salon to count on their support

Agree on the conditions and the periods in which they will be applied

Establish work shifts that ensure the non-agglomeration of workers and clients. Redistribute the schedules to be able to receive all clients, complying with security protocols

Receipt of goods-contact with suppliers

Schedule the rest of appointments in the agenda

Receive the products at the entrance of the establishment. Clean/disinfect the boxes and packs before placing them in warehouse or shelves for sale

Keep an agenda (time and attendance control) in relation to the visits of commercial advisers and face-to-face training sessions in the hair salon. Keep the necessary safety distance measures and protective equipment

Signage on the premises

A recommended signage model is provided for the use of materials and disinfection following the ordinances of the Ministry of Health in order to locate it in the hair salons. See Annex

Other complementary services to hairdressing: Barber's shop, manicure, facial hair removal, etc.

It is at the discretion of the hair salons the protocol to develop for other services that are usually carried out in a complementary way outside an aesthetic cabin, such as manicures, barbershops or facial hair removal

It is recommended, as far as possible, to avoid carrying out those services that imply that the client has to remove his facial protection. In case of carrying out this type of services, the worker must take extraordinary measures such as using protective face screens and gloves



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