Hair Salons and Barber Shops

COVID-19 Prevention Checklist
Updated October 15, 2020

PLEASE NOTE: Effective October 10, 2020 the Province of Ontario has placed further restrictions on social gatherings, events and other establishments.

- Outdoor gatherings are now restricted to a maximum of 25 people and indoor gatherings are now restricted to maximum of 10 people (where physical distancing can be maintained).
- Capacity limits also reduced to 10 people indoors and 25 people outdoors for tour guide services, real estate open houses, meeting and event spaces, in-person teaching and instruction where physical distancing can be maintained (with exemptions for schools, childcare centres, colleges, etc.).
- Indoor and outdoor events or gatherings cannot be merged together (ex. gathering of 35 people, with 25 people outdoors and 10 people indoors is not permissible).
- Indoor food and drink service in restaurants, bar and other food and drink establishments is now prohibited.
- The following indoor sites are now closed: gyms and fitness centres (i.e. exercise classes and weight and exercise rooms), casino’s, indoor cinemas, performing arts centres and venues, spectator areas in racing venues, interactive exhibits in museums, galleries, zoos, mall food courts etc.
- Indoor fitness, exercise or dance classes cannot be provided.
- The total number of members of the public permitted to be in a class, organized program or organized activity at any facility (including arenas and multi-purpose facilities) cannot exceed 10 people and each class, organized program or organized activity must take place in a separate room.
- Personal care services, where face coverings must be removed (like makeup application, beard trimming), are now prohibited.
- Team sports now limited to training sessions only (no games or scrimmages) and no spectators are permitted.

In a hair salon/barber shop, staff and clients are in close contact when colouring, cutting, or styling hair. The virus can spread from respiratory droplets and shared surfaces of a person with COVID-19. This is a summary checklist of required measures to reduce the spread of COVID-19 while providing services. Review the Ottawa Public Health COVID-19 Guidelines for Personal Service Settings for more information on how to keep your employees and clients safe. Please note that the requirements under the Ontario Personal Service Settings Regulation 136/18 still apply.
A. Staff Health & Screening
- Staff are advised to report illness to their supervisor/manager and to stay home if sick. Staff are screened for COVID-19 symptoms before starting each shift.
- Staff are advised to go home right away and self-isolate if they become ill during a shift. Staff are advised to call their Health Care Provider or visit our main Novel Coronavirus COVID-19 webpage for the latest guidance on next steps.
- Testing is available for all Ottawa residents that suspect they have Covid-19, visit a Covid-19 Assessment Centre or Care Clinic for testing
- Staff are trained on the proper use of personal protective equipment (PPE), including putting on and taking off gloves, masks/face coverings, face shields/goggles, and gowns, if worn.
- Effective October 3, 2020, the Province updated the Ontario Regulation 364/20 that mandates the use of masks in all public indoor settings across Ontario which includes workplaces. Building on the current Ottawa Temporary Mandatory Mask By-law, which requires masks to be worn in all publicly-accessed indoor spaces, the new provincial measures now extends this requirement to all indoor areas including those not accessible to the public, where a two-meter distance from others cannot be maintained at all times.
- Staff must use a mask/face covering at all times while providing services. Learn more on masks and face coverings.
- Masks should be used properly and cleaned or discarded appropriately. Masks should be changed when they become damp or soiled.
- Eye protection (face shield/goggles) should be worn by staff as needed.
- Personal protective equipment such as gloves, masks, and eye protection (face shield/goggles) are available on-site for staff at all times, to use as needed.
- Operators are required to provide and ensure there is adequate PPE for staff.
- Re-usable face shields/goggles are assigned to one staff and cleaned and disinfected between each use.
- Wearing a mask does not replace other protective measures including physical distancing, hand washing, not touching your eyes, nose or mouth with unwashed hands and self-monitoring for COVID-19 symptoms and staying home if you are sick. Mask use should be combined with these other protective measures.
- Staff are trained on proper hand hygiene and respiratory etiquette
- Staff launder their clothing after each shift or wear a protective cover/gown over clothing and discard or launder after each shift.

B. Signage at the Premises
- Signage for COVID-19 Health Assessment and the number of clients permitted at one time is posted at the entrance of the premises.
- Clients with COVID-19 Symptoms and/or who have been in contact with someone with COVID-19 are not permitted to enter the premises.
- Signage for hand hygiene and respiratory etiquette is posted at the entrance and throughout the premises.
- Floor stickers and physical distancing signage are available in high visibility areas to remind clients to keep two metres/six feet apart from others at all times.
- Mask required poster for posting at all public entrances.

C. Number of People in the Premises
- The number of staff and clients is restricted to ensure ease of movement and to maintain two metres/six feet between people.
- Flexible work schedules and staggered lunch and break times are implemented to limit the number of people in the premises at one time.

D. Scheduling Appointments
- Clients are advised that they must use a mask/face covering for the duration of their appointments.
- For clients who cannot tolerate or are otherwise exempt from a mask/face covering, or its removal is necessary to receive service, the appointment will be made at the end of the day when there are no other clients on-site.
- Client appointments are scheduled by phone or online. Walk-in clients are asked to call from outside the premises to make an appointment.
- Waiting areas are not recommended. Clients should be instructed to wait outside of the premises until their scheduled appointment.
- Clients are screened for symptoms of COVID-19 by staff when booking appointments.
- Clients are not permitted to bring guests, including children, unless they also have an appointment or are required to attend (e.g. a parent or guardian present during their child’s haircut).
- Records of staff and client contact information (e.g. full name, telephone/email), including date and time at premises, are maintained on-site for contact tracing purposes, should the need arise.
- There is enough time between appointments to ensure thorough cleaning and disinfection of equipment and workstations between clients.

E. Workstations
- Workstations and equipment in use are two metres/six feet apart or equipped with barriers/dividers that are adequate in height to ensure the protection between clients and staff.
- Alcohol-based hand rub (ABHR) with a minimum of 70% alcohol concentration is available at each workstation, and staff and clients are encouraged to use it frequently.
- Magazines, brochures, decors and other unnecessary items are removed.
- Workstations have their own products and tools.

F. Providing Services
- A mask/face covering must be used by staff and clients at all times.
- Premise has disposable masks available to provide clients when needed.
• Patrons must wear a mask/face covering except while receiving services on an area of their face that would otherwise be covered by a mask/face covering.

• In the event a client is unable to tolerate or is otherwise exempt from wearing a mask/face covering, or its removal is necessary to receive service, the service provider should wear a surgical/procedural mask and eye protection (face shield/googles) for the duration of the service.

• Face-to-face contact with clients is limited as much as possible.

• All services that tend to a customer’s face are permitted e.g. hot shaves, beard trimming and eyebrow grooming.

• Hair dryers can only be used if all clients and staff in the business are wearing a mask. Try to limit use of the hair dryer, especially near the face.

• Clean towels are used to remove cut hair.

• Food/beverages should not be supplied to clients at this time, unless in extraordinary circumstances (e.g. tattooing on a client who feels faint). Clients should not bring outside food or beverages into the PSS unless required for a medical condition.

• Oxygen bars, bath houses, steam rooms and saunas are not permitted to open.

• Credit/debit/e-transfers with no signature transactions are preferred. Barriers/dividers are used when the two metre/six-foot distance cannot be maintained. ABHR is used before and after each cash transaction.

G. Shampooing
• Basins, hoses, spray nozzles, faucet handles, shampoo chairs, shampoo bottles and arm rests are cleaned and disinfected between clients.

• Basin area where the client rests their neck is covered with a clean towel or disposable plastic.

• Used towels are placed in a laundry bin, and disposable plastic is discarded in a garbage bin immediately after use.

H. Environmental Cleaning and Disinfection
• Work surfaces and equipment are thoroughly cleaned with soap and water before disinfection as per the ON Personal Service Setting Regulation requirements.

• Surface and equipment disinfectants are used after cleaning, and according to the manufacturer’s instructions.

• Cleaning/disinfection wipes are only used for surfaces and used according to the manufacturer's instructions.

• Barriers and dividers must be protective and stable enough to be easily cleaned and disinfected.

• Disposable covers are discarded immediately after use. Chairs, head and armrests must be cleaned and disinfected between clients.

• Frequent and thorough daily environmental cleaning and disinfection is maintained. This includes high touch surfaces such as phones, computer, cash register, credit card machine and door handles.
• Single use items are to be disposed of after each use, otherwise all reusable caps/gowns are to be cleaned and disinfected or laundered between each client.
• Caps/gowns and towels are laundered with detergent and dried completely. Ready to use items are stored in closed cabinets or covered containers.
• Washroom surfaces are cleaned and disinfected at least twice a day or as often as necessary.
• Hair is swept gently throughout the day, and a wet mop is used at the end of the day.

More information

Operators who need support finding personal protective equipment can contact the provincial government for further information at https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus or 1-888-777-0554.
For more information, visit our website at Novel Coronavirus COVID-19 or call us at 613-580-6744.