

Hair Salon and Barbershop Protocols: Appendix I

The requirements below apply to all hair salons and barbershops. In addition to the conditions imposed on hair salons and barbershops by the Governor, hair salons and barbershops must also be in compliance with the conditions laid out in this Hair Salon and Barbershop Protocol. This protocol must be implemented and posted prior to a business operating.

Please note: This document may be updated as additional information and resources become available so be sure to check the Long Beach COVID-19 website at www.longbeach.gov/covid19 regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

All businesses must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable.

Business Name:	
Facility Address:	

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- All employees have been told not to come to work if sick and to follow Long Beach Health Officer guidance for self-isolation, if applicable.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a verbal check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing.
- All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn over the mouth and nose by the employee at all times during the work day when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone.
- Employees are instructed to wash their face coverings daily.
- All workstations are separated by at least six feet.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - Break rooms _____
 - Restrooms _____

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Other _____

- Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms to assure that masks are worn consistently and correctly.
- Discourage workers from congregating in high traffic areas, such as bathrooms, hallways, or credit card terminals.
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Employees are required and permitted adequate time to wash or sanitize their hands every 30 minutes or as needed if gloves are provided. Wearing gloves should be done in conjunction with regular hand washing and is not a substitute for regular hand washing. Gloves may not be reused once removed.
- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to the public at the following location(s):

- Employees are required to use glasses, goggles, or face shields in addition to face coverings during the provision of services, particularly during face to face encounters.

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- Ensure physical distancing of at least six feet between and among workers and customers, except when providing haircutting services to customers and necessary close contact services. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or customers should stand).
- Take measures at reception desks or other areas where physical distancing cannot be maintained to minimize exposure between workers and customers, such as clear plastic or other barriers.
- Contact customers before visits to confirm appointments and ask if they are exhibiting any symptoms, have been sick, or whether they have been exposed to someone who has been sick. If the customer answers in the affirmative for any of those questions, reschedule the appointment at least 10 to 14 days in the future.
- Stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each customer visit. Consider servicing fewer customers each day or expanding operating hours to allow for more time between customers. Workers are prohibited from seeing multiple customers at the same time. Services for one customer must be completely rendered before a new customer is seen by the same worker.

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- Suspend walk-in appointment availability.
- Ensure that workers do not see multiple customers at once (e.g. while one customer's hair is drying, another receives a haircut). Services for one customer should be completely rendered before a new customer is seen by the same worker
- If possible, implement virtual check-in technology to ensure that workers are notified when a customer arrives.
- Ask customers to wait outside or in their cars rather than congregating in the salon or barbershop. In larger locations, reception areas should only have one customer at a time or modify the area for adequate physical distancing, including removing chairs and sofas.
- Employees have been instructed to maintain at least a six (6) feet distance from customers and from each other in the payment area. Employees may momentarily come closer when necessary to accept payment, deliver goods or services, or as otherwise necessary.
- Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- Adjust any staff meetings to ensure physical distancing and use smaller individual meetings at facilities to maintain physical distancing guidelines. Hold meetings over the phone or via webinar for workers wherever possible.

C. MEASURES TO ENSURE INFECTION CONTROL

- Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers).
- Each worker is assigned their own tools, equipment and defined work space. Sharing held items is eliminated.
- A copy of this protocol has been distributed to each employee and have been trained on this protocol.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- Create a written plan for cleaning and disinfecting at the beginning and end of each shift and in between customers. Perform thorough cleaning in high traffic areas, such as reception areas, and areas of ingress and egress including stairways, stairwells, and handrails.
- Wherever possible, doors should be left open if they do not open and close automatically
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased.
- Contactless payment systems are in place or, if not feasible, payment systems are sanitized regularly. Describe:

- Common areas and frequently touched objects in the customer pickup and payment (e.g., tables, doorknobs or handles, credit card readers) are disinfected frequently and as needed during business hours using EPA approved disinfectants.
- All payment portals, pens, and styluses are disinfected after each use by a different person.

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- Clean and disinfect all tools (e.g. combs, spray bottles, clippers) using EPA registered disinfectants approved for use against COVID-19. Follow the disinfectant's manufacturer instructions for time required to properly disinfect. Fully submerge non-electrical tools in disinfectant after cleaning. Electric tools must be cleaned then sprayed or wiped with disinfectant.
- Gloves must be changed and hands must be washed after each customer.
- Limit service to hair services only (haircuts, color, blow drying and treatments). Non-hair services are not permitted (eyebrows, beard trimming, lip waxing, manicurists, etc.)
- Workspaces and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently.
- Require customers to bring and use face coverings during the visit. If appropriate for the service, consider asking customers to come to the salon with their hair freshly cleaned in order to minimize time for the appointment. Customers should be asked not to bring children or others with them to the appointment.
- Customers must use face coverings during haircutting and other close contact hair services. Customers are encouraged to wear face coverings with earloops, where possible, to ensure the face covering does not interfere with the hair service. Customers without a face covering will be refused service.
- Clean and disinfect all handles, hoses, spray nozzles, and other equipment before and after use on a customer. Chairs, headrests, shampoo bowls, and other items should also be thoroughly cleaned and sanitized between each use.
- Where appropriate, consider adding a paper cover, sheet, or clean towel that can be easily disposed of or cleaned for use between customers.
- All single use items, such as disposable wax collars, cotton, neck strips, and applicators, must be used once and immediately thrown away.
- All dirty linens, including towels, smocks, and reusable capes, should be placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160 degrees Fahrenheit for at least 25 minutes. Store all clean linens in a clean, covered place. Ensure workers who handle dirty linens or laundry wear gloves.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employee's job duties
- Remove amenities, including magazines, books, coffee, water, and self-serve stations, and other items from customers to help reduce touch points and customer interaction.
- Consider upgrading to touchless faucets, soap and paper towel dispensers, and adding touchless, automatic hand sanitizer dispensers.
- Product samples, including make-up, must not be used at any time.
- Thoroughly clean any product display areas, including all shelving and display cases. Remove and discard any open "test" products and discontinue this practice to help reduce contamination.
- Hand sanitizer is available to customers at reception areas and workstations
- Workstations must be cleaned and disinfected between each customer appointment.

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D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol is posted at all public entrances to the facility.
- Signage at each public entrance of the facility to inform all employees and customers that they should: (i) avoid entering the facility if they have a cough or fever; (ii) maintain a minimum six-foot distance from one another; (iii) sneeze and cough into a cloth or tissue or, if not available, into one's elbow; and (iv) not shake hands or engage in any unnecessary physical contact
- Online outlets of the establishment (website, social media, etc.) provide clear information about store hours, required use of face coverings, policies in regard to other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

F. MEASURES THAT ENSURE BARBERING AND COSMETOLOGY SAFETY

- [California Board of Barbering and Cosmetology Rules](#)
- [CDPH and Cal/OSHA COVID-19 Guidance for Hair Salons and Barber Shops](#)

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

**You may contact the following person
with any questions or comments about
this protocol:**

**Business
Contact
Name:**

Phone number:

**Date Last
Revised:**

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