

# MI SAFE START: COSMETOLOGY AND BARBER SERVICES

## An informed-choice guidance for evaluating protective measures

As locations begin the process of reopening or scaling up after their initial response to COVID-19, certain actions will be inherently more protective of their staff and the general public. This document provides guidance that should be followed regardless of the current level of COVID-19 transmission, and additional measures that can be scaled depending on local levels of COVID-19 transmission and the protective measures desired.

## Guidelines for all cosmetology and barber services, regardless of local COVID-19 transmission levels:

### *Understand your community*

- Establish and maintain communication with tribal, local and state authorities to determine current contact tracing protocol, local mitigation levels, or local reengagement phase for your community, as described in the [MI Safe Start](#) plan.
- Strongly consider special accommodations for employees who are members of an at-risk population. Possible considerations could include flexible leave, telework when feasible, or the reassignment to duties to reduce contact with the general public. Members of households with at-risk residents should be aware that by returning to work or other environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- Strongly consider special accommodations for clients who are members of an at-risk population. Possible considerations could include special operating hours solely for those at-risk individuals, separate workstations isolated from the rest of the establishment, or enhanced sanitation measures. Members of households with at-risk residents should be aware that by returning to environments where distancing is not possible, they could carry the virus back home. Precautions should be taken to isolate from at-risk residents.
- Employers should follow applicable Occupational Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) guidance for businesses to plan and respond to COVID-19.

### *Safe behaviors*

- Enforce hand washing and the covering of coughs and sneezes at all times.
- Ensure adequate supplies to support healthy hygiene practices for both employees and customers including soap, hand sanitizer with at least 60 percent alcohol (at every workstation and other high contact locations), paper towels, and tissues.
- Use gloves when removing garbage bags or handling and disposing of trash. Remove gloves properly and wash hands afterwards.



- Ensure enough time between appointments for proper cleaning and disinfection of the workstation and equipment.
- When disinfecting, use products that meet EPA's criteria for use against SARS-CoV-2 and that are appropriate for the surface. Prior to wiping the surface, allow the disinfectant to sit for the necessary contact time recommended by the manufacturer. Train staff on proper cleaning procedures to ensure safe and correct application of disinfectants.
- Consider making available individual disinfectant wipes in bathrooms.
- Increase availability for delivery or curb-side pick-up for products.
- Ensure that ventilation systems operate properly and increase circulation of outdoor air as much as possible such as by opening windows and doors. Do not open windows and doors if doing so poses a safety risk to employees, children, or customers.
- Take steps to ensure that all water systems and features (for example, drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown to minimize the risk of Legionnaires' disease and other contaminants associated with water.
- Train all employees in the above safety actions while maintaining social distancing and/or use of face coverings during training.

#### *Health checks and response actions*

- Require staff who are sick to stay at home.
- If implementing health checks, conduct them safely and respectfully, and in accordance with any applicable privacy laws and regulations. Confidentiality should be respected. Employers may use examples of screening methods in CDC's General Business FAQs as a guide.
- Designate a staff person to be responsible for responding to COVID-19 concerns. Employees should know who this person is and how to contact them.
- Create and test communication systems for employees for self-reporting and notification of exposures and closures.
- Employees with symptoms of COVID-19 (fever, cough, or shortness of breath or difficulty breathing, chills, muscle pain, sore throat, new loss of taste of smell, nausea, vomiting, diarrhea) at work should immediately be sent to their home.
- Inform those who have had close contact to a person diagnosed with COVID-19 to stay home and self-monitor for symptoms, and to follow CDC guidance for home isolation if symptoms develop. If a person does not have symptoms follow appropriate CDC guidance for home quarantine.
- Establish procedures for safely transporting anyone sick to their home or to a healthcare facility.
- Notify local health officials, staff, and customers (if possible) immediately of any possible case of COVID-19 while maintaining confidentiality consistent with the Americans with Disabilities Act (ADA) and other applicable federal and state privacy laws.
- Close off areas used by a sick person and do not use them until after cleaning and disinfection. Wait 24 hours before cleaning and disinfecting. If it is not possible to wait 24 hours, wait as long as possible. Ensure safe and correct application of disinfectants and keep disinfectant products away from children.



- Advise sick staff members not to return until they have met CDC's criteria to discontinue home isolation.
- Implement flexible sick leave and other flexible policies and practices, such as telework, if feasible.
- Monitor absenteeism of employees and create a roster of trained back-up staff.
- Support coping and resilience among employees.

*Be prepared for closings*

- Check State and local health department notices about transmission in the area daily and adjust operations accordingly.
- Be prepared to consider temporarily closing facilities if there is a case of COVID-19 in the establishment or if cases increase in the local area.

**Additional guidelines for cosmetology and barber services arranged by level of protective behavior are provided below.**

**Facial Coverings and Distancing:**



<b>Facial Coverings: Clients and Visitors</b>	Facial covering and eye protection at all times, client services limited	Facial covering at all times, client services limited	Facial covering at all times unless removal needed for certain client services	Facial coverings not required
<b>Facial Coverings: Employees</b>	Facial covering and eye protection required at all times	Facial covering required at all times, eye protection required when client does not have facial covering	Facial covering required when within six feet of clients	Facial coverings not required
<b>Personal Distancing: Clients</b>	Clients are never within six feet, workstations are separated with partitions	Clients are never within six feet <i>-or-</i> Workstations are separated with partitions		Clients are often within six feet without the use of partitions
<b>Personal Distancing: Client to Employee (excluding during services being rendered)</b>	Employees and clients remain six feet apart during all interactions and consultation	Partitions are used when employees and clients are within six feet of each other during all interactions and consultation	Employees and clients are within six feet of each other (without partitions) numerous times during the appointment including consultation	Employees and clients are within six feet of each other (without partitions) for the majority of the interactions
<b>Personal Distancing: Employees</b>	Employees are never within six feet of each other	Employees are within six feet of each other occasionally while passing	Employees are within six feet of each other commonly at typical choke points	Employees are within six feet of each other often

**Business Operations:**





<b>Services Offered</b>	No in-person services are offered	In-person services that allow for social distancing or facial coverings are offered		All services are offered, including services that require the removal of the facial covering
<b>Appointments</b>	All appointments are prescheduled only, no walk-in appointments	Walk-in appointments are assigned a return time to reduce individuals waiting for appointments	Walk-in appointments allowed as long as social distancing can be maintained in waiting area	Walk-in appointments allowed
<b>Waiting Area</b>	Waiting area is closed, clients should wait in their cars or outside of the establishment until their appointment is ready, markings outside of building to indicate six feet spacing	Clients encouraged to wait in cars or outside establishment, markings outside of building to indicate six feet spacing, waiting area has seating spaced 6 feet apart	Waiting area is open, social distancing is encouraged	Waiting area is unrestricted
<b>Signage</b>	Post signs on how to stop the spread of COVID-19, properly wash hands, promote everyday protective measures, and properly wear a face covering		No signage posted	
<b>Allowable Guests</b>	Only client is allowed in establishment	Client may be accompanied by a single caregiver	Client may be accompanied by caregivers or dependent children	Client may be accompanied by others
<b>Reducing Time in Establishment</b>	Reduce customer time spent in the establishment by limiting what services are offered and having customers freshly clean hair (as requested) before coming to their appointment		Length of services and time spent in establishment not considered	



<b>Client Personal Items</b>	Clients leave personal items in car, only bring in car keys and method of payment and keep put away during visit	Client brings in limited personal items, items are placed in a plastic bag during the duration of the appointment		No restrictions on client personal items
<b>Shared Items (e.g. magazines, remotes, product testers)</b>	No shared items	Shared items sanitized after each use	Shared items sanitized each day	Shared items unmonitored
<b>Refreshments</b>	Discontinue all client refreshments	Discontinue all self-service refreshments, limit refreshments provided to unopened bottles of water or other beverages, and individually packaged snacks	Discontinue all self-service refreshments, refreshments may be served by staff	Allow self-service refreshments to be served
<b>Number of Clients per Employee</b>	Single customer, service completed before next customer arrives		Overlapping customers, employee works on multiple customers during a single time slot	
<b>Workstations</b>	Workstation free from all objects except those needed for client	Workstation uncluttered but contains items not necessary for client		Workstation contain numerous items not needed for clients
<b>Payment</b>	Use touchless payment options		Exchange cash or credit card payment by placing method of payment on receipt tray or on counter rather than by hand, disinfect pens before and after use	No payment restrictions in place
<b>Merchandise Returns</b>	Prohibit the return of purchased products or merchandise	If there must be a return of purchased products or	If there must be a return of purchased products or	No restrictions on returns



		merchandise, disinfect merchandise before restocking, do not allow a return on merchandise that cannot be disinfected	merchandise, disinfect returned merchandise if possible	
--	--	-----------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------	--

**Sanitation and Cleaning:**



<p><b>Clean and disinfect frequently touched surfaces (for example, door handles, countertops, cash registers)</b></p>	<p>Frequently touched surfaces cleaned hourly</p>		<p>Frequently touched surfaces cleaned daily</p>	
<p><b>Clean and disinfect shared objects (for example, payment terminals, tables, receipt trays)</b></p>	<p>Shared objects cleaned between each use</p>		<p>Shared objects cleaned hourly</p>	<p>Shared objects cleaned daily</p>
<p><b>Workstation Cleaning</b></p>	<p>Clean and disinfect entire workstation and equipment at the beginning and end of every day between clients</p>	<p>Clean and disinfect entire workstation and equipment between clients</p>	<p>Between clients, clean and disinfect equipment used during previous appointment</p>	<p>Not all equipment used during an appointment is cleaned between clients</p>
<p><b>Linens: Including Towels, Smocks, and Reusable Capes</b></p>	<p>All used linens should be placed in a closed container and not used again until properly laundered by a commercial laundering facility or equivalent process</p>			<p>Reusable linens are used for multiple guests</p>
<p><b>Pedicure Services</b></p>	<p>A tub liner is used and changed for every guest</p>	<p>A tub liner is not used but tub is cleaned with proper disinfectant (while running if a jetted tub) for a proper amount of time</p>		<p>Tub is reused between guests or improperly cleaned</p>
<p><b>Merchandise</b></p>	<p>Clean all merchandise before stocking, do not use product testers, merchandise</p>	<p>Clean all merchandise before stocking, merchandise handled by staff only, product</p>	<p>Clean all merchandise before stocking, product testers use allowed, but</p>	<p>Merchandise stocked without being cleaned, product testers unmanaged</p>



	handled by staff only	testers used by staff only	disinfected frequently	
<b>Deep Cleaning</b>	Close one day per week (or proceed after business hours) for a thorough deep cleaning of the entire establishment		Deep cleaning of the entire establishment regularly performed, but not weekly	Deep cleaning of the entire establishment not regularly performed
<b>Employee Duties</b>	Cleaning and disinfecting time is built into the employees daily work schedule			Cleaning and disinfecting time is not accounted for in the employees work schedule

**Health and Wellbeing:**



<b>Health Screening: Client</b>	Screening questions asked at time of making appointment and confirmed by phone morning of appointment	Screening question asked at time of making appointment and signage posted on door explaining symptoms of COVID-19	Signage posted on door explaining symptoms of COVID-19	No signage posted
<b>Health Screening: Employee</b>	Conduct pre-shift health checks (including temperature and symptom screening) of all employees	Conduct pre-shift symptom screening of all employees (excluding temperature check)	No health screening of employees	
<b>Contact Tracing</b>	Keep a list of contact numbers for all appointments including walk-ins	Keep a list of contact numbers for all pre-scheduled appointments		Client lists are incomplete



**Employee Policy:**



<b>Telework</b>	Telework required whenever possible and feasible with business operations	Telework encouraged whenever possible and feasible with business operations	Telework considered whenever possible and feasible with business operations	Telework not supported even though possible and feasible with business operations
<b>Employee Shifts</b>	Set shifts so that employees are working with the same cohort of employees on a day-to-day basis, stagger start times so employee cohorts do not overlap	Set shifts so that employees are working with the same cohort of employees on a day-to-day basis	Employees work with different employees from day to day	
<b>Employee Common Areas</b>	Common areas closed	Common areas open but enforce capacity to ensure six feet separation	Common areas open with 6 feet separation encouraged	Common areas open with no restrictions
<b>Business Travel</b>	Non-essential business travel not allowed	Non-essential business travel limited to local travel between similar transmission areas	Non-essential business travel limited to domestic travel between similar transmission areas	Non-essential business travel not restricted

