

Hair Salons and Barber Shops

COVID-19 Prevention Checklist

This is a summary checklist of required measures to reduce the spread of COVID-19 while providing services. Please review the [COVID-19 Guidelines for Personal Service Settings](#) for more information on how to keep your staff and clients safe. Requirements under the [Ontario Personal Service Settings Regulation 136/18](#) still apply.

Effective July 7, 2020, the use of non-medical masks or face coverings is required in all indoor public spaces, as per a new City of Toronto [bylaw](#). Operators are required to develop a policy and protocols on the wearing of masks. Refer to the [guidance on mask and face covering bylaw](#) for a sample policy your organization can adapt. Train staff on the new bylaw policy, including who is exempt and how to [safely wear a cloth mask](#) or face covering. More information is available [here](#).

A. Health Screening & Attendance

- 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 Telehealth at 1-866-797-0000 or their health care provider for guidance on getting tested.
- Clients with COVID-19 symptoms and/or who have been in contact with someone with COVID-19 are not permitted to enter the premises.

B. Masks or Face Coverings & Personal Protective Equipment (PPE)

- Staff wear a mask/face covering at all times when indoors, including while providing personal services.
- Staff are educated on the proper use of [masks/face coverings](#), including how to clean or discard used masks, and to change masks/face coverings when they become damp or soiled.
- PPE such as gloves, surgical/medical masks, and eye protection (face shield/goggles) are available in the premises for staff use when needed.
- Staff are trained on the proper use of PPE.
- Staff are instructed to use a surgical/medical mask and eye protection when providing services to clients unable to wear a mask/face covering or when providing services to a client's face as they will not be wearing a mask.
- Eye protection is assigned to every staff member, and cleaned and disinfected between clients.
- Staff are trained on proper hand hygiene techniques and respiratory etiquette.

C. Signage at the Premises

- [Mask or Face Covering By-law No. 541-2020](#) sign is posted at the entrance of the premises.
- [COVID-19 health assessment](#) sign is posted at the entrance of the premises.
- [Handwashing](#) and [respiratory etiquette](#) signs are posted at the entrance and in the premises.
- Floor stickers and [physical distancing](#) signs are in high traffic areas to remind clients to keep two metres/six feet apart from others at all times.

D. Limit Clients in the Premises

- Limit the number of people in the premises to allow for ease of movement while maintaining the two metre/six feet distancing.
- Maximum number of clients permitted at one time is posted at the entrance of the premises.
- Flexible staff schedules and staggered staff breaks and lunch hours, to limit the number of people in the premises at one time, is considered.

E. Maintain Record of Clients

- Maintain attendance record of clients and contact information. Information collected are voluntary, and can only be used for COVID-19 contact tracing.
- Operators to protect the personal information collected. Records are kept for 30 days, and then shredded.
- Encourage staff and customers to download the [COVID Alert app](#) so they can be notified directly if they have been in close contact with someone who was contagious with COVID-19.

F. Scheduling Appointments

- Clients are informed they are required to wear a mask or face covering at all times while indoors and while receiving personal services. For clients unable to tolerate a mask or face covering, schedule the appointment for the end of the day when there are no other clients on-site.
- Client scheduling is encouraged by phone or online.
- Signs are posted asking walk-in clients to call from outside the premises to make an appointment.
- Waiting areas are closed off, and clients are instructed to wait outside the premises until their scheduled appointment.
- Clients are screened for symptoms of COVID-19 when booking appointments and upon arrival at premises.
- Clients are not permitted to bring guests, including children, unless they also have an appointment.

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- A daily record of staff and client attendance is maintained on-site, which includes contact information (e.g. full name, telephone number, email address) and time at the premises, for public health contact tracing purposes, should the need arise.
- Ensure there is enough time between appointments for thorough cleaning and disinfection of equipment and workstations between clients.

G. Workstations

- Workstations and equipment are two metres/six feet apart, or are equipped with plexiglass/other barriers with adequate 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, and are not shared between staff.

H. Personal Services

- Masks/face coverings are worn by staff and clients at all times while indoors and when providing/receiving services, even when physical distancing or plexiglass/barriers are used.
- Staff are instructed to use a surgical/medical mask and eye protection when providing services to clients unable to wear a mask/face covering or when providing services to a client's face as they will not be wearing a mask.
- All services tending to a customer's face are [now permitted](#), including facial hair grooming, face shaving, beard trimming, and face massages.
- Food/beverages are not permitted.
- Brushes are not permitted. Clean towels are used to remove cut hair.
- Hair dryers are used only when staff and clients are wearing a mask or face covering.
- Plexiglass/other barriers are installed in the checkout area, when physical distancing cannot be maintained.
- Touchless payments such as credit/debit/e-transfers without signatures are preferred.
- ABHR is used before and after each cash transaction.
- Protective covers (e.g. apron) used over clothing are laundered after each shift.

I. 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.

J. Enhanced Cleaning and Disinfection

- All work surfaces and equipment are cleaned with soap and water before disinfection.
- Disinfectants are used after cleaning surfaces and equipment, in accordance with the manufacturer's instructions.
- Cleaning/disinfectant wipes are used for surfaces only, in accordance with the manufacturer's instructions.
- Plexiglass/other barriers are stable enough for easy cleaning and disinfecting.
- Disposable covers are discarded immediately after use. Chairs, head/armrests and bottles must be cleaned and disinfected between clients.
- High-touch surfaces such as phones, computer, cash register, credit card machine and door handles are cleaned and disinfected twice daily or more often as needed.
- Used caps/gowns and towels are laundered with detergent and dried completely after each use. Store all clean items in closed cabinets or covered containers.
- Washrooms are cleaned and disinfected at least twice a day, or more often, if needed.
- Floors are gently swept to remove hair and dirt throughout the day. Use a wet mop at the end of the day.

Contact BodySafe@toronto.ca or visit our website at [BodySafe.ca](https://www.toronto.ca/body-safe) for more information.