

PUBLIC HEALTH REOPENING PROTOCOL HAIR SALONS

Recent Updates: (Changes are highlighted in yellow)

9/2/2020 Updates

- Allow indoor operations of hair salons and barbershops at 25% capacity. It is still recommended that hair salons and barbershops provide hair services outdoors, as much as possible, so that indoor hair services are limited.
- Provide additional information regarding protocol for a sick employee.
- Provide additional information on air quality and HVAC filters (MERV-13 rating).

Hair and barbering providers should continue to provide hair services outdoors as much as possible, where feasible, because current scientific evidence appears to indicate a general lower risk of COVID-19 transmission outdoors, compared to indoors. Limited hair services may be provided indoors at a maximum occupancy of 25% capacity. Operators providing hair services outdoors must obtain the applicable city outdoor use [permit or approval](#), and be in compliance with the requirements of the [California Board of Barbering and Cosmetology](#), the local permitting agency, and local, county and/or state regulations or laws. Refer to the California Board of Cosmetology's [Guidelines for Services Provided Outside](#) for additional requirements.

Personal care services (esthetician, skin care and cosmetology services; electrology; nail salons; body art professionals, tattoo parlors, microblading and permanent make-up; piercing shops; and massage therapy) are not allowed to be provided indoors at this time, as directed by CA Health Officer orders. For additional information on the CA Blueprint for a Safer Economy, visit: <https://covid19.ca.gov/safer-economy/>.

This document may be updated as new information and resources become available. Go to <https://www.cityofpasadena.net/covid-19/> for updates to this document.

PROTECTING CLIENTS AND STAFF FROM COVID-19

In the midst of the COVID-19 pandemic, establishments must take steps to reduce the risk of an outbreak occurring among clients and staff. Depending on the situation, public notification of an exposure to COVID-19 may be required. Help ensure staff are enrolled in health insurance and have an established relationship with a primary care doctor prior to reopening. Staff can call 211 for information on health insurance and primary care physicians.

- **Establishments are required to make an immediate report to the Pasadena Public Health Department any time a client or staff member with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms.** Establishment operators must email nursing@cityofpasadena.net or call (626) 744-6089 and provide all information requested by the Health Department. The operator is expected to provide or ensure testing for all staff that have had a possible exposure and must

follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the staff member's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.

- **Educate staff to contact their supervisor if a staff member or client is feeling sick.** The supervisor should send the ill staff member home immediately, taking care to maintain that person's privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the staff member, the worker's compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare client and personnel records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all visitors and staff who were in contact within 6 feet of the infectious person for 15 minutes or more. Implement measures recommended by the Health Department.

Key Practices



COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)



STAY HOME IF YOU ARE SICK



PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE



WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY



COVER NOSE AND MOUTH WITH CLEAN FACE COVERING



PERFORM DAILY HEALTH SCREENINGS

Steps to Reopen

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to each staff member and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to staff and clients and post to your website.

Helpful Contact Information

- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.

PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

PERSONAL CARE SERVICES

REDUCING RISK OF COVID-19 TRANSMISSION

Establishments must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the facility. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises.

Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOL	
Establishment Name: <input type="text"/>	
Person in Charge: <input type="text"/>	
Title: <input type="text"/>	
Phone Number: <input type="text"/>	Date: <input type="text"/>

ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed:
<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Retail – Public Health Reopening Protocol
- Office Workspace – Public Health Reopening Protocol
- Personal Care Services - Public Health Reopening Protocol

MEASURES THAT ENSURE EQUITABLE ACCESS TO SERVICES

- Where possible, accommodations have been made for vulnerable populations to be able to access services (e.g., senior-only hours).
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for clients who have mobility limitations and/or are at high risk in public spaces.

EXTERNAL COMMUNICATION

- Post signage reminding clients to maintain a distance of at least six feet at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing staff/clients/the public to wear a face covering at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Communicate the establishment's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures, use of smaller, consistent groups of visitors, and the use of face coverings.
- Post a copy of this Protocol in a conspicuous location that is easily visible to staff, clients, and the public.
- Provide copies of the Protocol to all staff.

INTERNAL COMMUNICATION, TRAINING AND RECORDS

- Provide training to staff on all sections of the public health protocol including:
 - Information on [COVID-19](#).
 - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
 - The importance of not coming to work if staff are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
 - Proper use and care of face coverings ([Face Covering FAQs](#)).
 - Physical distancing measures, sanitization, and handwashing.
 - Proper safety protocols for use of disinfecting solutions.
 - Information on employer or government sponsored leave benefits the staff member may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on [government programs](#) supporting sick leave and workers' compensation for COVID-19, including staff member's sick leave rights under the [Families First Coronavirus Response Act](#), the staff member's rights to workers' compensation benefits, and presumption of the work relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- Maintain records of each staff member's schedule and work area or assignment.
- Maintain records of all clients' contact information (name, date, time of visit, address, phone and email).
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

PROTECTION OF STAFF AND CLIENT HEALTH

Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. Consult

the CDC website for the most current list of COVID-19 [symptoms](#). The screening must include asking if the employee has had contact with a person known to be infected COVID-19 in the last 14 days.

- Send staff home immediately if they arrive sick or become sick during the day. Encourage sick staff to contact their medical provider. Staff who need information on health insurance or providers can call 211.
- Notify all staff that they are not to come to work if sick or if they are exposed to a person who has COVID-19. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19 and self-quarantine for 14 days from last contact with someone with COVID-19. Quarantine must be maintained for 14 days, even if test results are negative (no virus detected). **Staff diagnosed with COVID-19 by a physician or through laboratory testing may not return to work without consulting with the Pasadena Public Health Department via the [Return to Work Portal](#).**
- Require a sick staff person to stay home for at least 10 days, or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- A case is considered to be infectious from 2 days before their symptoms first appeared until the time they are no longer required to be isolated (i.e., no fever for at least 24 hours, without the use of medicine that reduces fevers AND other symptoms have improved AND at least 10 days have passed since symptoms first appeared).**
- Review and modify workplace leave policies to ensure staff are not penalized when they stay home due to illness.
- Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for 15 minutes or more) with the ill employee. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test). However, contacts must still maintain quarantine for 14 days, even with a negative test.
- Screen clients for symptoms upon arrival and ask them to use hand sanitizer and to wear a face covering.

Scheduling Staff

- Limit the number of staff who are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.
- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (65 or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Stagger staff breaks, in compliance with wage and hour regulations, to maintain physical distancing.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.

- ❑ If operating outdoors, consider implementing a schedule that allows employees to avoid working during the hottest time of the day or implementing a schedule that allows for frequent breaks to help prevent employees from becoming overheated.

Scheduling Clients

- ❑ Offer services by appointment only. Stylists and barbers may not double-book clients, unless the clients are from the same household.
- ❑ Stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each client. Consider scheduling fewer clients each day or expanding operating hours to allow for more time between clients.
- ❑ Contact clients before the appointment to confirm and to ask the following:
 - Bring and use a face covering (preferably with ear loops) during the visit.
 - Do not bring others to the appointment.
 - Arrive with freshly washed hair (if operating outdoors).
 - If the customer is exhibiting any symptoms, has been sick, or has been exposed to someone who has been sick, the appointment is rescheduled at least 14 days in the future.
- ❑ Encourage clients to wait in their car until it is time for their appointment.

Outdoor Safety

- ❑ Outdoor operations may be conducted under a canopy, or other sun shelter that allows for sufficient outdoor air movement. Services that cannot be performed safely outdoors are not permitted outdoors.
- ❑ The establishment complies with the Cal/OSHA standard for heat illness prevention for outdoor workers, including an effective heat illness prevention plan with written procedures. See the [Cal/OSHA heat illness prevention](#) page for resources, including FAQs, a webinar and a sample written plan. Elements of a heat illness prevention plan include:
 - Access to water
 - Access to shade
 - Cool down breaks
 - Emergency procedures for heat illness cases
 - Monitoring of employees who are acclimatizing during a heat wave
 - Training on heat illness prevention and symptoms
- ❑ Encourage employees who are working outdoors to use sunblock and offer breaks to encourage regular application of sunblock during a shift.
- ❑ Note that moving work outdoors creates additional hazards including:
 - Rewiring and the use of electrical extension cords can increase the likelihood of electrical hazards, including fire and electrocution. Ensure that outdoor operations comply with Cal/OSHA and all Pasadena Code requirements. See [Cal/OSHA's Guide to Electrical Safety](#) for more information.
 - Ensure there are no tripping hazards from cords or other equipment in work areas.
 - Stop operations, move away from electrical wiring and equipment, and seek indoor shelter if there is lightning within 6 miles of your location (see FEMA "[30/30 rule](#)").

Reduced Contact

- Leverage technology to conduct consultations remotely rather than in person.
- Require staff not to use handshakes and similar greetings that break physical distance.
- Limit face-to-face interaction when cutting hair by standing behind the client as much as possible.
- Provide no-contact methods of payment at the establishment.
 - For counter transactions, utilize a customer-facing credit card terminal, or instruct clients to place cash or card on the counter rather than directly onto the employee's hand. Provide the credit card receipt or change using the same process. Ask clients if they would like to use their own pen to sign. Disinfect the counter, credit card terminal, check presenter, and shared pen after each use.
 - Staff must avoid touching their face when handling credit cards and cash.
 - Offer any transactions or services that can be handled remotely online.
- If operating outdoors, establish an outdoor reception area where customers can check in while still following physical distancing guidelines. Equip the front desk area with Plexiglas or other impermeable barriers to minimize the interaction between reception staff and clients. Implement virtual, touchless check-in tools, if possible, so that clients do not have to utilize the reception space.
- Store all clean linens in a clean covered place.
- Assign each staff member individually-assigned tools, equipment, and defined workspace, and minimize or eliminate shared, held items.
- Install hands-free devices wherever possible such as trash cans, soap and paper towel dispensers, door openers, and light switches.
- Remove all unpackaged food and beverages that may be offered to staff and clients.
- Instruct staff to not share food, beverages, or utensils.
- Prop doors and gates open where possible and applicable to reduce touching of handles, consistent with fire codes and accessibility standards.
- Remove and discard test products and discontinue this practice to reduce contamination.
- Remove amenities, including magazines, books, self-serve water stations (unless touchless), and other items typically available for clients.

Face Coverings*

- Provide, at no cost, a cloth face covering for all employees who have contact with the public or other employees, and instruct staff to wear a clean (washed daily), cloth face covering over the nose and mouth at all times during the workday. Employees who have been instructed by their medical provider that they should not wear a face covering should wear a face shield with a drape on the bottom edge, to be in compliance with [State directives](#), as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves may not be used. Face coverings are optional when alone in a room or private office.
- Require clients to wear face coverings over the nose and mouth. Provide disposable, clean face coverings if the client does not have their own.
- Prohibit staff from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face coverings are worn consistently and correctly.

- Provide face shields for workers, and instruct workers to wear a clean, disinfected face shield when providing services that require the client to remove their face covering. The face shield is to be worn by the worker in addition to the cloth face covering. Cloth face coverings protect others from the wearer's droplets; face shields help protect the wearer from other's droplets.
- Face shields are to be used, cleaned and disinfected per manufacturer's directions.

** Individuals with chronic respiratory conditions, or other medical conditions that make use of a face covering hazardous are exempted from this requirement. Children under age 2 years should not wear a face covering. Refer to the [Face Covering FAQs](#) document for additional information on use and care of the face covering.*

Hand Hygiene

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Instruct staff to wash hands upon arrival and at departure, before and after eating, and as otherwise necessary or required.
- Allow staff time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in client areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trash cans must be made available to the public at or near the entrance.

Gloves and Protective Equipment

- Provide disposable gloves to staff handling items used by clients, to workers using cleaners and disinfectants, for staff who handle commonly touched items, and for staff who provide temperature screenings.
- Workers are required to wear face coverings at all times. A face shield must be worn in addition to a face covering when providing services that require clients to remove their face coverings.
- Disposable gloves are to be worn during procedures that require them (chemical hair treatments), in conjunction with regular hand washing.

Restrooms

- Place trash can near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Increase frequency of cleaning and disinfection of restrooms.
- Designate a staff person to ensure restrooms stay operational and stocked at all times.

PHYSICAL DISTANCING

Physical distancing must be observed and enforced by the establishment.

- Limit indoor operations to 25% capacity to allow for physical distancing.**

- Implement measures to physically separate workers and clients by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where individuals should stand).
- Rearrange or remove chairs to allow for physical distancing between clients.
- Reconfigure office spaces, workstations, break rooms, reception counters, etc., to allow for at least six feet of physical distancing between employees.
- Limit the number of individuals riding in an elevator and encourage the use of face coverings.
- Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.

Deliveries and Vendors

- Review work flows and make changes if needed to permit physical distancing during pickups and deliveries.
- When other parties (truck drivers, delivery agents, vendors) play a role in the work flow, instruct them to wear face coverings and to comply with symptom checks and physical distancing.

SANITIZATION AND CLEANING

- Develop a sanitization plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task.
- Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)](#) list and follow product instructions and Cal/OSHA requirements.
- Equip workstations with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- Disinfect high-touch surfaces:
 - Disinfect high-traffic areas such as reception areas, areas of ingress and egress, stairways, stairwells, and handrails frequently
 - Disinfect commonly touched objects such as tables, doorknobs or handles, light switches, phones on an hourly basis
 - Disinfect chairs, headrests, shampoo bowls, handles, hoses, spray nozzles, and other equipment between use
 - Disinfect payment portals, screens, credit card readers, pens, and styluses after each use
- Disinfect equipment between clients:
 - Shears and other non-electrical tools are cleaned and disinfected by removing all visible debris, cleaned with soap and water, and dried. Then sprayed or wiped with or immersed in an EPA-registered disinfectant that demonstrates bactericidal, fungicidal, and virucidal activity approved for COVID-19. Tools are left to set for the full amount of time required by the disinfectant's manufacturer. Immersed items like combs or brushes, are then removed at the end of contact time, rinsed, and dried with a paper towel or clean, freshly laundered towel.
 - Electrical tools, such as clippers, are cleaned by removing all visible debris and disinfecting with an EPA-registered disinfectant spray or wipe that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.
- Disinfect workstations between each clients:

- Disinfect rolling carts, drawers, hand mirrors, products and containers
- Provide a new smock or cape for each customer
- ❑ Immediately throw away single use items such as disposable wax collars, cotton, neck strips, and applicators once they are used.
- ❑ Store products such as shampoo, conditioner, lotions, creams, waxes and scrubs in a closed container.
- ❑ Thoroughly clean any product display areas, including all shelving and display cases. Add signage to this area to let clients know it is cleaned and disinfected daily, and encourage clients to not touch items when selecting items for purchase.
- ❑ In addition to the above cleaning and disinfecting protocol cosmetology and barbering businesses must follow the existing [California Board of Barbering and Cosmetology](#) rules.

Laundering of Smocks, Towels, Aprons

- ❑ All dirty linens, including towels, smocks, and reusable capes, should be placed in a closed container and not used again until properly laundered.
- ❑ Launder items either by a commercial service or a laundering process that includes immersion in water of at least 160 degrees Fahrenheit for at least 25 minutes.
- ❑ Ensure workers who handle dirty laundry wear gloves, and avoid shaking unwashed laundry.

BUILDING SAFETY

- ❑ Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building, it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).
- ❑ Consider HVAC upgrades to improve air filtration (**targeted filter rating of at least MERV 13**) and increase fresh air ventilation. Clean HVAC intakes and returns daily and maintain systems to increase ventilation.
- ❑ **Keep HVAC systems in good, working order, and set them to maximize indoor/outdoor air exchange unless outdoor conditions (recent fire, very high outside temperature, high pollen count, etc.) make this inappropriate.**
- ❑ If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly at another individual.
- ❑ Properly dispose of liquid waste inside the establishment in a janitorial sink.
- ❑ Store outdoor trash in a container with a liner and properly fitting lid, and dispose of all trash in a secure dumpster at the end of each day or more frequently as needed.