

Social Distancing & Customer Interactions

05/13/2020

The following recommendations reduce the number of patrons in a salon or school at a single time and limit interactions that could expose people to COVID-19.

Only schedule the number of clients that will allow for social distancing of at least six feet between chairs and stagger chairs to maintain a minimum of 6 feet between employees/students.

Ensure no public are gathering in waiting rooms and have clients wait in their cars.

Implement reasonable measures to ensure social distancing of employees /students and clients, increased hygiene practices, and other public health measures to reduce the risk of transmission of COVID-19.

Appointments: All services must be scheduled with adequate time in between appointments to properly clean and disinfect. Employers and school owners will be held accountable for allowing their employees/students to have enough time to allow for proper disinfection without repercussions. Only allow clients to bring one support person per client such as one adult per minor client. Additional family may not enter.

- ❖ Customers should be screened upon reservation and arrival as to whether he/she is positive for COVID-19, has any symptoms, is under quarantine, or has been exposed to COVID-19.
- ❖ Post signage on entrance doors that no one with a fever of 100+ or symptoms of COVID-19 will be permitted in the salon. Cough, Shortness of breath or difficulty breathing, Chills, Repeated shaking with chills, Muscle pain, Headache, Sore throat, Loss of taste or smell, Diarrhea, Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit, Known close contact with a person who is lab confirmed to have COVID-19.

Public are NOT Allowed to Gather in Waiting Areas: Scheduling appointments and post signage instructing customers to wait in vehicles until you have invited them in to the salon. Waiting area chairs should be removed or spaced out to accommodate social distancing requirements.

Establishments that work with walk in traffic only: Establish a number system or some type of check in system for customers. They can have numbers available for clients to pick up at the door or just inside the establishment so clients can maintain social distancing guidelines while waiting outside by either remaining in your vehicle or keeping the recommended spacing. Stylists can notify customers by displaying or notifying the waiting customers of the next number being served when the licensee is ready.

Reducing Contact: Use technological solutions where possible to reduce person-to-person interaction (e.g. mobile scheduling, mobile waiting system, text on arrival for appointments, contactless payment options).

High Risk Consumers: Consider offering appointments to any at risk clients, for example elderly clients, either before normal operating hours or after normal closing hours to minimize the chance of other clients coming into the establishment and school. Another option is to have clients wait in their car and call them in once the previous client has left and the establishment and school have been disinfected.

Double Booking: This should not be done during the pandemic. If you proceed, a client must be left in a single chair throughout the process and distancing measures maintained. Limiting the movement of patrons throughout the business reduces risk to both patrons and staff. Universal precautions must be observed.

Payments: Cashless payment systems are preferred, but not required. If Point of Sale (POS) equipment is used and a client must sign or enter PIN, the equipment must be disinfected after each use.

Signage: Signage should be posted that states services will not be offered to or given by anyone who is sick or exhibiting signs of illness. Patrons should be asked prior to a service if they have been sick or exposed to someone who is sick. If so, services should be deferred for 14 days. See sample signage at the end of this document.

Hands Off/Social Distancing: During this time, shaking hands or giving hugs to your clients and co-workers is not a good idea. Rather, tell your client that you are practicing good hygiene and following “social distancing” protocol to help keep everyone healthy. Also, keep your hands away from your face, as that is an easy path for transmission. Workstations should allow 6 feet between patrons and licensees/students.

Physical Distancing: It is acknowledged that social distancing recommendations of 6 feet cannot be met in the actual service itself. However, the following distancing measures can be instituted to reduce risk:

- ❖ If chairs are situated such that the patrons are closer than 6 feet – every other chair should be used or chairs staggered if possible.
- ❖ Limit customers to 50% of maximum legal occupancy capacity in the business at any time (including staff) until those recommendations have been lifted by the governor.
- ❖ Designate with signage, tape, or by other means appropriate social distancing spacing for employees and customers.
- ❖ If possible, assign an employee each shift to monitor social distancing, sanitation, and hygiene protocols.
- ❖ Notify customers by signage to report concerns of social distancing infractions to the salon manager.
- ❖ Educate consumers on where to find information about COVID-19 and the importance of staying home when sick to protect your employees and the community.
- ❖ Stay Informed: Follow the IDPH COVID-19 Resource Center for the latest information as the situation evolves. <https://coronavirus.iowa.gov/>