



Coronavirus
COVID-19



COVID-19 Re-opening Guidance Document for the Personal Grooming Industry

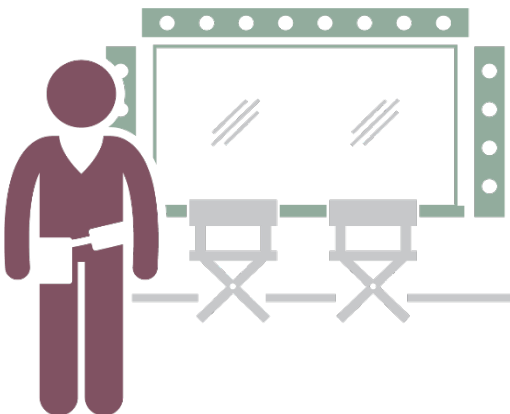
April 2021



This updated Re-opening Guidance Document has been developed for the entire personal grooming industry. This document has been revised and updated in line with the current Government Guidelines, amended Work Safely Protocol and the revised COVID-19 Resilience & Recovery 2021: The Path Ahead.

The original Re-opening Guidance Document was developed in May 2020 by a consortium partnership of the:

- Hair and Beauty Industry Confederation (HABIC)
- Hairdressing Council of Ireland (IHC)
- Synergy Hair Group
- Barber Society of Ireland
- Irish Hairdressers Federation (IHF)
- Irish Spa Association (ISA)



Protection Procedures for Employees Against COVID-19

The personal grooming industry takes pride in the high level of personal care that we continually deliver to each and every customer. For decades, our clients have demonstrated their confidence in us as skilled and trusted professionals. We deliver a service that is highly valued and important, not only from a physical grooming perspective, but also for the additional benefits of confidence, mental health and wellbeing our services deliver.

As an industry, we have always practiced dutiful care in the delivery of our services to our clients in a professional, efficient, hygienic and sanitary manner. As professionals and indeed as citizens, we understand the importance of preventing the spread of COVID-19 in how we operate our environment and in how we deliver our services.

Our clients have always felt and will continue to feel safe within our professional working environment. As an industry we will achieve this by layering the guidance outlined in this document with issued Public Health Advice, on top of our already robust operational protocols. By treating these protocols alongside Public Health Advice with the highest degree of respect and integrity, as an industry we will help prevent the spread of COVID-19 in our communities.

Document Scope

This non-exhaustive document describes the steps that the personal grooming industry should take in order to prevent the spread of COVID-19. It provides advice on the measures recommended by Government to reduce the spread of COVID-19 in the community. Throughout this document you will find embedded links that will direct you to the relevant information discussed.

Employers and employees should keep up-to-date with the latest measures introduced by Government and any advice issued as a result. For more general matters related to occupational health and safety requirements, please refer to the relevant legislation, guidance, and advice available from the Health and Safety Authority (HSA).

Implementation of information outlined in this document is supplied for the purpose of guidance only. It is vital that **all final guidance** is taken from **official government sources and legislation**.

Information in this booklet has no legal standing, nor do they imply or incur any liability to the authors, organisations or members involved in the development of this guidance document.

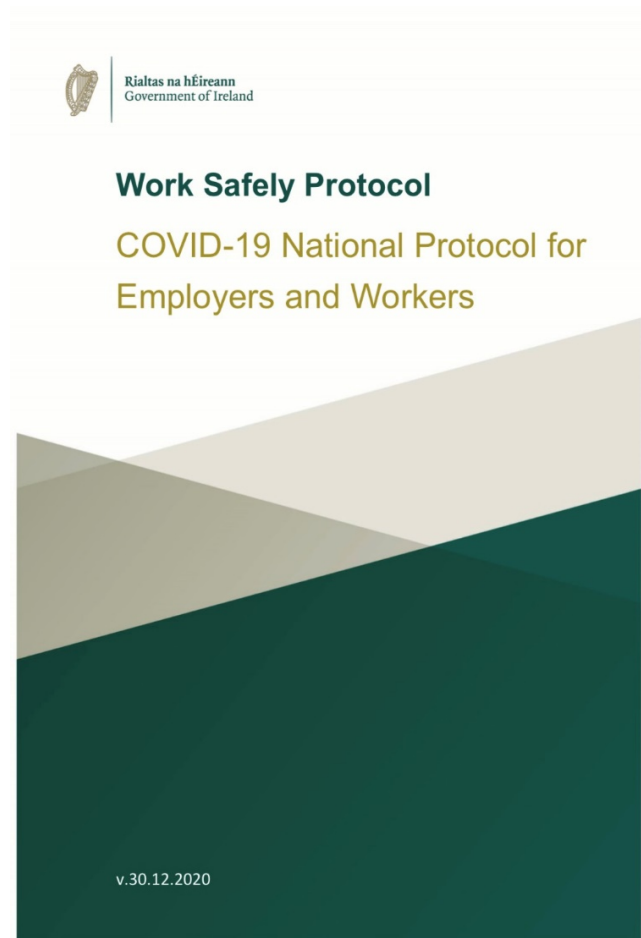
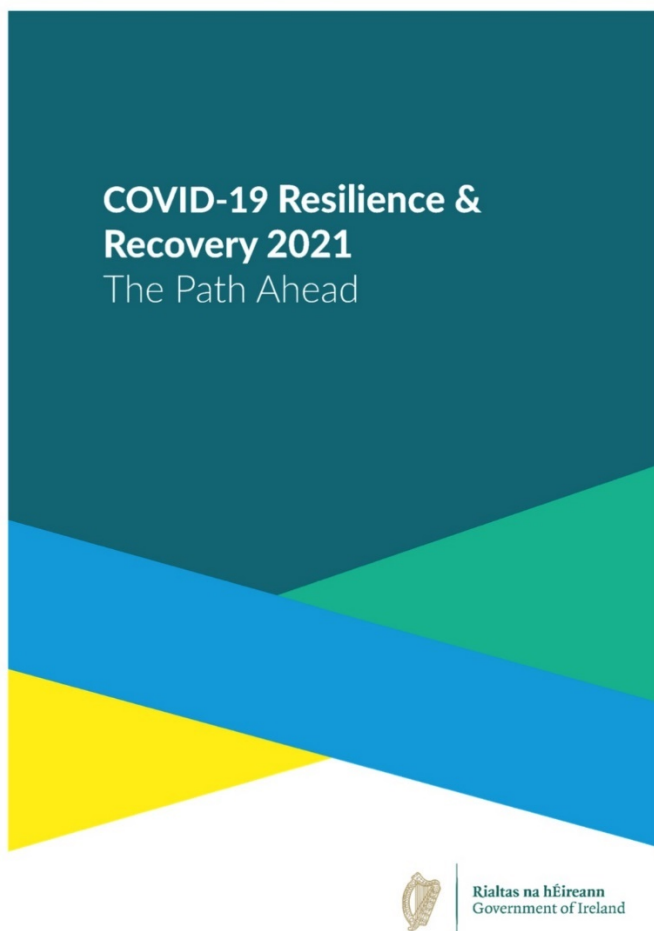
Please Note: For the purposes of this document, the terms 'worker' and 'employee' refer to all personnel working within the premises at any given time.

Relevant COVID-19 Contact Information

- Contact the HSA by email wcu@hsa.ie or phone [1890 289 389](tel:1890289389).
- Contact the HPSC by email coronaalert@hpsc.ie or phone 01 8765300
- Contact the Department of Enterprise, Trade and Employment by email infobusinesssupport@enterprise.gov.ie or phone on: +353 1 631 2002

The [Supports for Businesses Impacted By COVID-19 booklet](#)¹ details the key supports and resources available to help impacted businesses.

Work Safely Protocol & COVID-19 Resilience & Recovery 2021



The recently updated [Work Safely Protocol](https://enterprise.gov.ie/en/Publications/Publication-files/Supports-for-businesses-impacted-by-COVID-19.pdf)² has been designed to support employers and workers to put measures in place that will prevent the spread of COVID-19 in the workplace. The Protocol should be used by all workplaces to adapt their workplace procedures and practices to comply fully with the COVID-19 related public health protection measures identified as necessary by the [Government](https://www.gov.ie/en/publication/472f64-covid-19-coronavirus-guidance-and-advice/)³ and [HSE](https://www2.hse.ie/coronavirus/)⁴.

Working together to suppress COVID-19 in the workplace; the key to a safe workplace remains strong communication and a shared collaborative approach between employers and workers.

¹ <https://enterprise.gov.ie/en/Publications/Publication-files/Supports-for-businesses-impacted-by-COVID-19.pdf>

² <https://enterprise.gov.ie/en/Publications/Publication-files/Work-Safely-Protocol.pdf>

³ <https://www.gov.ie/en/publication/472f64-covid-19-coronavirus-guidance-and-advice/>

⁴ <https://www2.hse.ie/coronavirus/>

Employers should provide up-to-date information and guidance to workers. The type of information should include:

- the signs and symptoms of COVID-19
- how COVID-19 spreads
- advice about hand and respiratory hygiene and physical distancing
- the importance of not going to work if displaying signs or symptoms of COVID-19 or feeling unwell
- the use of face coverings/masks, Personal Protection Equipment (PPE),
- cleaning routines and waste disposal

The [Work Safely Protocol](#) sets out in very clear terms for employers and workers the steps that they must take before a workplace reopens and while it continues to operate.

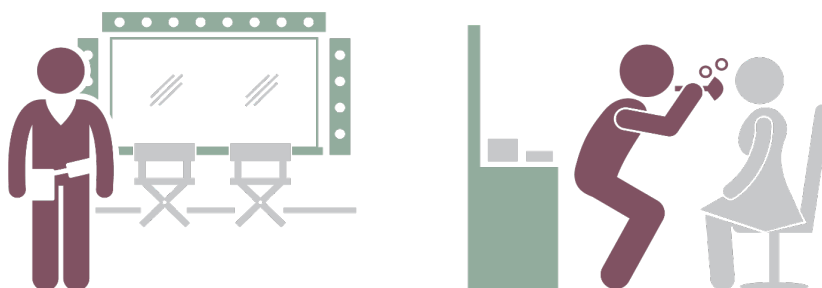
In addition, given the fact that COVID-19 is equally an issue in the wider community, general advice in relation to measures the worker should follow when not at work, including safe travel to and from work and living accommodation are also provided in the [Work Safely Protocol](#).

The Health and Safety Authority (HSA) has created a [series of checklists](#)⁵ to support employers, employees and senior employees.

Additionally, the Health and Safety Authority has compiled a guide of frequently asked questions that should be checked regularly. [COVID-19 Advice for Employers and Employees](#)⁶

The Government has launched the [COVID-19 Resilience and Recovery 2021, The Plan Ahead](#).⁷ The plan puts in place a framework to manage the risk of spread of the virus. The controls escalate as infection levels and other public health COVID-19 indicators change on a regional and national basis. This plan is outlined as follows:

- PART 1 of the document reviews the learnings from our experience to date in managing our response to COVID-19. It reflects on everything we have learned about this disease both in Ireland and around the world. These learnings must inform our approach over the coming months.
- PART 2 of the document considers the enormous impacts our efforts to manage and suppress the disease have had on our economy and on our society.
- PART 3 sets out our approach to the next Phase – how we will apply everything we have learned and everything we know, and sets out our path forward.



⁵https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/covid-19_business_supports/business_supports/work_safely_templates_checklists_and_posters/

⁶ https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/covid-19_guidance_and_advice/guidance_and_advice/covid_19_%E2%80%93_faq_s_and_advice_for_employers_and_employees/

⁷ <https://assets.gov.ie/124440/a3fa7c2b-9ee4-492a-b0c0-ed3374fb1729.pdf>

What Actions Should Employers Take?

Plan and Prepare

- Each business should develop a business continuity plan. The Department of Business, Enterprise and Innovation have created a Business Continuity Planning Checklist which can be found [HERE](#)⁸.
- Each business should develop a COVID-19 response plan, a step-by-step Response Plan Template⁹ is available from the HSA.
- Each business should review their opening / trading hours.
- Employers should take into account and monitor the most up-to-date official Public Health Advice and guidance from the Department of Health ¹⁰ and the Health Protection Surveillance Centre ¹¹ on how to mitigate the health risks including measures advised by the Department of Foreign Affairs and Trade¹² for work-related travel. These public health measures should be communicated to employees and others at the workplace.
- A copy of the Health Protection Surveillance Centre (HPSC) guidance for businesses can be found [HERE](#)¹³
- A copy of the National Standards Authority of Ireland (NSAI) guidance for businesses can be found [HERE](#)¹⁴

Risk Assessment

- Employers are also reminded to review their occupational health and safety risk assessments to include COVID-19, and to take account of any changes to the work activity that may arise following implementation of the public health recommendation.
- HSA Risk Assessments Made Easy video can be viewed [HERE](#)¹⁵
- HSE toolkit and templates can be viewed [HERE](#)¹⁶
- HSA BeSmart.ie Risk Assessment Toolkit and portal can be viewed [HERE](#)¹⁷
- Employers should continually review and make arrangements to put in place the necessary controls identified in the risk assessment to prevent the spread of COVID-19 in the workplace.

⁸ <https://dbei.gov.ie/en/Publications/Business-Continuity-Planning-A-checklist-of-Preparatory-Actions-in-Responding-to-the-COVID-19-Outbreak.html>

⁹ https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/covid-19_business_supports/business_supports/work_safely_templates_checklists_and_posters/

¹⁰ <https://www2.hse.ie/coronavirus/>

¹¹ <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/>

¹² <https://www.dfa.ie/travel/travel-advice/coronavirus/>

¹³ <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/employersemployeesguidance/>

¹⁴ <https://www.nsai.ie/COVID-19/>

¹⁵ <https://www.youtube.com/watch?v=fY6KGN72d7Q>

¹⁶ <https://healthservice.hse.ie/staff/benefits-services/health-and-safety/carrying-out-a-risk-assessment.html>

¹⁷ <https://www.besmart.ie/>

Employees

- Each workplace will appoint at least one Lead Worker Representative. Their role is to work together with the employer to assist in the implementation of the Infection Prevention and Control measures outlined in the Work Safely Protocol, in order to prevent the spread of COVID-19 in the workplace. The Lead Worker will also monitor adherence to these measures.
- The identity of the person or persons appointed as Lead Worker Representatives should be clearly communicated within the workplace.
- The Lead Worker Representative should also receive the relevant and necessary training by their employer. Further information and checklists ¹⁸, and a short online course on the role of the Lead Worker Representative¹⁹ can be found on the HSA website.
- The number of Lead Work Representatives for COVID-19 appointed will, ideally, be proportionate to the number of employees in the workplace.
- Employers will also communicate with safety representatives selected or appointed under the Occupational Health and Safety legislation and consult with employees on safety measures to be implemented in the workplace.
- A cleaning regime will be implemented to ensure that contact points for workers and customers are kept visibly clean at all times.
- The advice on the COVID-19 measures will be displayed in visible locations to ensure that workers and customers are also adhering to what is required.
- The public health regulations in relation to the use of face coverings in shops, shopping centres and other indoor settings will be implemented and adhered to.
- Employers will provide masks to workers who need to interact with customers/others where a physical distance of 2 metres cannot be maintained.
- Training should be delivered on customer services and in particular on how to tactfully approach customer sanitisation requirements, contact logging and screening questions.
- Employers will have regular and meaningful engagement with Lead Worker Representatives and Workers about the measures being put in place to address the occupational exposure to COVID-19 in the workplace.
- The employer should use the appointed Occupational Health and Safety Officer, or an external competent person to ensure the effective implementation of changes to work activities, and the implementation of infection prevention and control measures in the workplace, at the place of work.
- Employers will provide a COVID-19 induction training for all employees on their return to work. This training should at a minimum include the latest up-to-date advice and guidance on public health.
- The HSA has a free online Return to Work Safely Induction Course ²⁰, which employers can use. Specific items to be covered include:
 - ❖ what a worker should do if they develop symptoms of COVID-19 at home or at work.
 - ❖ details of the IPC measures at the workplace to address the risk from COVID-19.
 - ❖ an outline of the COVID-19 response plan.
 - ❖ identification of points of contact for the employer and the Lead Worker Representative.
 - ❖ any other sector specific advice that is relevant.
- Employers will ensure all employees complete a Pre-Return to Work Form. Employees must

¹⁸ https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/covid-19_business_supports/business_supports/work_safely_templates_checklists_and_posters/

¹⁹ <https://www.hsa.ie/LWR/#/>

²⁰ <https://www.hsa.ie/RTWS/#/>

complete this form in advance of returning to work. Sample Return to Work Template²¹

- Completed forms should only be retained for as long as necessary by the employer and in line with the advice from the Data Protection Commission.²²
- Employers can provide the Pre-Return to Work Form in a range of ways: paper copy, electronic copy, through apps or other online facilities. In using electronic or online formats, the same questions should be asked and the same approach regarding keeping these forms will apply.

Communication

- Display the advice on the COVID-19 measures in visible locations throughout the salon/shop/spa, including staffrooms and restrooms to ensure that customers and workers are also adhering to Government guidelines and company policy.
- A full bank of signage resources is available HERE²³
- Strong communication and a shared collaborative approach between employers, workers and clients is key to preventing the spread of COVID-19 in the workplace.
- Adherence to the Work Safely Protocol²⁴ will only be achieved if employers and workers have a shared responsibility to implement the measures contained in this Work Safely Protocol.
- Salon and client hygiene protocols should be displayed in salon and displayed online where applicable.
- It is essential to comply with Data Protection legislation. You can review the Data Protection Work Safely Protocol HERE²⁵. Additionally a GDPR resource toolkit can be found HERE²⁶.
- Communicate any changes to opening hours.
- Advise vulnerable and elderly clients of any protocols for dedicated appointments available.

Dealing with a Suspected Case in the Workplace

- Employers should consider the steps needed if dealing with a Suspected Case of COVID-19 in the Workplace.
- The Work Safety Protocol clearly outlines measures required to deal with a suspected case of COVID-19 in the workplace, details can be found HERE²⁷
- The HSA has detailed templates and checklists on Dealing with a Suspected Case of COVID-19 in the workplace²⁸
- Procedures and steps to be taken in the event of a suspected or positive case or outbreak in the workplace, and the role of public health authorities in managing an outbreak should also be made clear to workers.
- Employers will also need to provide COVID-19 induction training²⁹ for all workers, after the re-opening of the workplace following a closure.
- The HPSC has provided A General Guide on Management of COVID-19 outbreaks in the Workplace.³⁰

²¹ https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/covid-19_business_supports/business_supports/work_safely_templates_checklists_and_posters/

²² <https://enterprise.gov.ie/en/Publications/Data-Protection-Work-Safely-Protocol.html>

²³ https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/

²⁴ <https://enterprise.gov.ie/en/Publications/Publication-files/Work-Safely-Protocol.pdf>

²⁵ <https://enterprise.gov.ie/en/Publications/Data-Protection-Work-Safely-Protocol.html>

²⁶ <https://www.dataprotection.ie/en/organisations/resources-organisations/self-assessment-checklist>

²⁷ <https://enterprise.gov.ie/en/Publications/Publication-files/Work-Safely-Protocol.pdf>

²⁸ https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/covid-19_business_supports/business_supports/work_safely_templates_checklists_and_posters/checklist_no_4_14dec20.pdf

²⁹ <https://www.hsa.ie/RTWS/#/>

³⁰ <https://www.hpsc.ie/az/respiratory/coronavirus/novelcoronavirus/guidance/employeremployeesguidance/Guidance%20of%20work%20place%20outbreaks.pdf>

First Aid in the Workplace

- In the event of first aid being required in the workplace, it may not be possible to maintain a distance of 2 metres. Employees with a specific role in acting as first responders should be provided with updated training on infection prevention and control principles, including performance of hand hygiene and appropriate use of personal protective equipment when delivering first aid. Further advice on first aid is available from the [HSE](#)³¹ and [Pre Hospital Emergency Care Council \(PHECC\)](#)³²

Customer Facing Roles

Many of the measures noted in the [Work Safely Protocol](#)³³ for workers can and should equally be applied for work activity that involves direct customer or client contact. Employers must:

- Eliminate physical interaction between workers and customers as much as is reasonably practicable through revised working arrangements.
- Provide hand sanitisers at entry/exit points.
- Install physical barriers and clear markings to ensure that contact between workers and customers is kept to a minimum and to ensure that queues do not form between customers as they wait to be served.
- Implement a cleaning regime to ensure that contact points for workers and customers are kept visibly clean at all times.
- Display the advice on the COVID-19 measures in visible locations to ensure that customers are also adhering to what is required.
- Implement and adopt public health regulations in relation to use of face coverings in shops, shopping centres and other indoor settings.
- Provide masks to workers who need to interact with customers/others where a physical distance of 2 metres cannot be maintained

³¹ https://www.hsa.ie/eng/Topics/First_Aid/

³² <https://www.phecit.ie/Custom/BSIDocumentSelector/Pages/DocumentViewer.aspx?id=oGsVrspmiT0dOhDFFXZvlz0q5GYO7igwzB6buxHEgeA6QuFPSOHAp0osyZcLZ2Q0tVjf73L%252ffPT2C2iv3%252bGsy9Gbu67Xg21eZduiLu%252bjhlmBgGpNrZeyHUS5uPngeutviucOeOJqsrrQZgTxDvZLiUkNSQsZ%252bvqD9CrwNmhDxQjL%252bggolFErAagn0Wk8HqNulVJc10KAV4go%252bh74CKejZuxdboQWjqSS2BOt6xYdS%252bmquGym5uxpA%253d%253d>

³³ <https://enterprise.gov.ie/en/Publications/Publication-files/Work-Safely-Protocol.pdf>

Employee's Responsibility

- Employees should follow the public health advice and guidance³⁴, as well as any specific direction from their employer.
- Employees should be familiar with the Work Safely Protocol.³⁵
- Employees must complete and submit the Pre-Return To Work 36 form before they return to work.
- Employees must inform their employer if there are any other circumstances relating to COVID-19, not included in the form, which may need to be disclosed to allow their safe return to work. For example, if they are in the very high-risk category.
- Employees should stay at home if displaying any signs or symptoms of COVID-19 or are feeling unwell.
- Employees should also adopt good hygiene practices, such as frequent hand washing, and respiratory etiquette, and should seek professional healthcare advice ³⁷ if feeling unwell.
- Employees should review the HSA Employees Template.
- The Government's In This Together Campaign ³⁸ and the HSE³⁹ provide information on minding one's mental health, as well as tips on staying active and connected. These are available on their websites and they may be useful for both employers and employees.
- Workers must avoid congregating in settings such as staffrooms, reception desks, stock rooms, etc.
- Outside of work, workers are encouraged to travel alone if using their cars to get to and from work. If this is not possible, workers travelling to/from work together should travel as a team/pod and use face coverings.
- Those travelling on public transport to and from work must wear face coverings and follow physical distancing guidelines. In addition, workers who may share accommodation outside of work should be advised to adhere to public health and Government advice.
- Workers should avoid congregating in particular settings outside of work. For example, congregating in shops when buying lunch. Similarly, congregating in particular social settings in and out of the home is also something that workers should avoid as such settings (household gatherings, parties) are known areas where COVID-19 transmission is very high. Outside of work, workers should practice the same infection prevention and control measures, physical distancing, hand washing and respiratory etiquette, and adhere to the specific requirements of the Resilience and Recovery 2020-2021: Plan for Living with COVID-19⁴⁰ as announced by Government.

³⁴ <https://www.gov.ie/en/campaigns/c36c85-covid-19-coronavirus/>

³⁵ <https://enterprise.gov.ie/en/Publications/Publication-files/Work-Safely-Protocol.pdf>

³⁶ https://www.hsa.ie/eng/topics/covid-19_coronavirus_information_and_resources/covid-19_business_supports/business_supports/work_safely_templates_checklists_and_posters/

³⁷ <https://www.gov.ie/en/publication/472f64-covid-19-coronavirus-guidance-and-advice/>

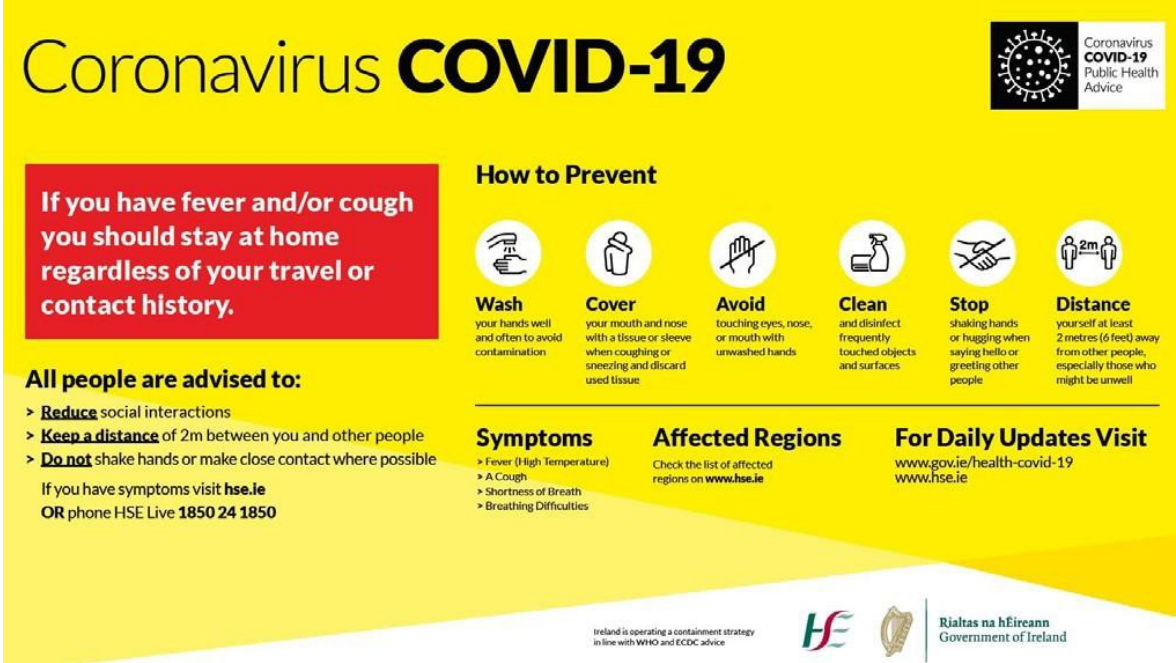
³⁸ <https://www.gov.ie/en/campaigns/healthy-ireland/?referrer=http://www.gov.ie/en/campaigns/together/?referrer=/together/>

³⁹ <https://www2.hse.ie/mental-health/>

⁴⁰ <https://www.gov.ie/en/campaigns/resilience-recovery-2020-2021-plan-for-living-with-covid-19/>

Prevention and Control Measures

Hand Hygiene and Respiratory Etiquette



The poster is titled 'Coronavirus COVID-19' in large black letters. In the top right corner, there is a logo for 'Coronavirus COVID-19 Public Health Advice' featuring a stylized virus particle. On the left, a red box contains the text: 'If you have fever and/or cough you should stay at home regardless of your travel or contact history.' Below this, it says 'All people are advised to:' followed by three bullet points: '> Reduce social interactions', '> Keep a distance of 2m between you and other people', and '> Do not shake hands or make close contact where possible'. It then provides contact information: 'If you have symptoms visit [hse.ie](https://www.hse.ie) OR phone HSE Live 1850 24 1850'. In the center, under the heading 'How to Prevent', there are six icons with corresponding text: 'Wash' (hands being washed) 'your hands well and often to avoid contamination'; 'Cover' (mouth and nose covered) 'your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue'; 'Avoid' (hand touching face) 'touching eyes, nose, or mouth with unwashed hands'; 'Clean' (spray bottle) 'and disinfect frequently touched objects and surfaces'; 'Stop' (hands shaking) 'shaking hands or hugging when saying hello or greeting other people'; and 'Distance' (two people with a 2m gap) 'yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell'. Below this, there are three sections: 'Symptoms' (Fever (High Temperature), A Cough, Shortness of Breath, Breathing Difficulties); 'Affected Regions' (Check the list of affected regions on www.hse.ie); and 'For Daily Updates Visit' (www.gov.ie/health-covid-19 and www.hse.ie). At the bottom, it states 'Ireland is operating a containment strategy in line with WHO and ECDC advice' and features the HSE logo and the Government of Ireland logo.

Coronavirus COVID-19

Coronavirus COVID-19 Public Health Advice

If you have fever and/or cough you should stay at home regardless of your travel or contact history.

All people are advised to:

- > **Reduce** social interactions
- > **Keep a distance** of 2m between you and other people
- > **Do not** shake hands or make close contact where possible

If you have symptoms visit [hse.ie](https://www.hse.ie)
OR phone HSE Live 1850 24 1850

How to Prevent

- Wash**
your hands well and often to avoid contamination
- Cover**
your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue
- Avoid**
touching eyes, nose, or mouth with unwashed hands
- Clean**
and disinfect frequently touched objects and surfaces
- Stop**
shaking hands or hugging when saying hello or greeting other people
- Distance**
yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell

Symptoms

- > Fever (High Temperature)
- > A Cough
- > Shortness of Breath
- > Breathing Difficulties

Affected Regions

Check the list of affected regions on www.hse.ie

For Daily Updates Visit

www.gov.ie/health-covid-19
www.hse.ie

Ireland is operating a containment strategy in line with WHO and ECDC advice

HSE **Rialtas na hÉireann**
Government of Ireland

- Employers should provide training on these practices and keep a record of this training.
- Employees should follow the public health official advice and guidance ensuring good hygiene practices, such as frequent hand washing and respiratory etiquette, to protect against infections, and should seek professional healthcare advice if unwell. The following video clip provides some useful advice⁴¹.
- Employees must wash their hands thoroughly before and after each customer and use hand sanitiser before attending to clients.
- Employees should demonstrate sanitisation of hands in front of the client before commencing services, or when taking a break and restarting a client during longer treatments.
- Gloves are generally not required for infection prevention and control purposes. Where gloves are necessary, they must not be considered a substitute for hand hygiene and hands must be cleaned whenever gloves are removed.
- Guidance on how to wash your hands can be found on the HSE website [HERE](#).⁴²

⁴¹ <https://www.youtube.com/watch?v=EtyjPeOnzC0>

⁴² <https://www.youtube.com/watch?v=5JYhm9oa-DM>

Close Contact and Casual Contact:

- Spending more than 15 minutes of face-to-face contact within 2 metres of someone who has COVID-19, indoors or outdoors.
- Living in the same house or shared accommodation as someone who has COVID-19
- Sitting within 2 seats of someone who has COVID-19 on public transport or an airplane.
- Spending more than 2 hours in an indoor space with someone who has COVID-19 will sometimes count as close or casual contact. But it will depend on the size of the room and other factors. Public health doctors or [contact tracers](#)⁴³ will let you know if you are at risk during contact tracing and public health risk assessments. **HSE COVID-19 Helpline; [1850 24 1850](tel:1850241850)**

Casual contact

You may have been in contact with someone with COVID-19, but you do not meet the definition to be a close contact. This is a casual contact.

If you are a casual contact, you do not need to [restrict your movements](#)⁴⁴. Continue to follow the advice on how to [protect yourself and others](#)⁴⁵. If you are a casual contact, you do not need to be tested.

Self-Isolation

All employees/customers/visitors should be advised to stay home if they are feeling symptomatic. They should contact a doctor and follow HSE guidelines on [self-isolation](#)⁴⁶. [Guidance on the symptoms and HSE recommendations can be found HERE](#).⁴⁷

Physical Distancing

Physical distancing is recommended to reduce the spread of infection. It is advisable that employers risk assess their salons when implementing their physical distancing policies.

In settings where 2 metre employee separation cannot be ensured by organisational means, maintain at least a distance of 1 metre or as much distance as is reasonably practicable. Where physical distance cannot be maintained alternative protective measures should be put in place.

- All employees, customers and visitors should be advised to stay home if they are feeling symptomatic and follow HSE guidelines on self-isolation.
- Clients that attend for appointments should be screened; all clients should be asked the COVID-19 questions outlined in Appendix 1.
- Minimise the number of individuals in your workplace to ensure that adequate physical distance can be maintained.
- Allocate specific times for appointments, collections and deliverables where practicable.

⁴³ <https://www2.hse.ie/conditions/covid19/contact-tracing/contact-tracing/>

⁴⁴ <https://www2.hse.ie/conditions/coronavirus/managing-coronavirus-at-home/if-you-live-with-someone-who-has-coronavirus.html>

⁴⁵ <https://www2.hse.ie/conditions/coronavirus/protect-yourself-and-others.html>

⁴⁶ <https://www2.hse.ie/conditions/coronavirus/self-isolation/how-to-self-isolate.html>

⁴⁷ <https://www2.hse.ie/conditions/covid19/>

- Only the responsible employees and respective client should approach each other for the duration of the service.
- Face coverings are mandatory in many retail settings including the personal grooming industry and when travelling on public transport. Current restrictions are set out in the Health Act 1947 (Section 31A - Temporary Restrictions) (COVID-19) (Face Coverings in Certain Premises and Businesses) Regulations 2020⁴⁸, as amended, which was extended by Statutory Instrument 511 of 2020 (pdf)⁴⁹.
- Wearing a face covering not only helps protect you, but also prevents people who do not know they have COVID-19 (Coronavirus) from spreading it to others. The Department of Health has outlined details on [When to Wear a Face Covering](#)⁵⁰.
- Masks V's Visors; The HPSC has produced research on the [Efficacy of visors compared with masks in the prevention of transmission of COVID-19 in non-healthcare settings](#).⁵¹ Key Recommendations: In public settings, when considering the options of cloth face coverings compared with visors, expert opinion and international guidance generally favours cloth face coverings.
- Provide one-way systems for access/egress routes in the workplace where practicable.
- The consultations and service should be performed as much as practicable from the back of the client's head.
- The worker should maximise their body position as much as possible to increase the physical distance from the client.
- Metre markers, barrier tape, floor markings, and signage should be used to ensure social distancing is maintained. [Resources HERE](#)⁵².
- Salons should display signage on the COVID-19 measures in visible locations to ensure that customers are also adhering to what is required. [Resources HERE](#)⁵³

⁴⁸ <http://www.irishstatutebook.ie/eli/2020/si/296/made/en/print>

⁴⁹ <https://assets.gov.ie/95362/d0e4f89d-da28-48af-b434-d63a388b4edc.pdf>

⁵⁰ <https://www.gov.ie/en/publication/aac74c-guidance-on-safe-use-of-face-coverings/>

⁵¹ <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/employersemployeesguidance/Current%20evidence%20on%20the%20use%20of%20face%20coverings.pdf>

⁵² <https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/>

⁵³ <https://www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/>

Staff / Communal Areas

- Social distancing should be respected in staff rooms and all communal areas.
- Staff breaks should be staggered.
- All high touch surfaces should be cleaned and sanitised regularly.
- Social distancing signage should be displayed in staff rooms.

Contact Logging and Appointments

- Employers should put in place a system to record client/visitors attending the salon, and client/worker interactions that could be considered close contact.
- It is essential to comply with data protection legislation. The Data Protection Work Safely Protocol can be reviewed [HERE](#)⁵⁴. Additionally, a GDPR resource toolkit can be found [HERE](#)⁵⁵
- Services should be facilitated by appointment where applicable or a protocol for dealing with walk-in clients should be developed in line with physical distancing guidelines.
- Screening of all clients and visitors should consistently take place.
- A COVID-19 Questionnaire should be explained or displayed in the salon upon entry (see example in Appendix 1)

⁵⁴ <https://enterprise.gov.ie/en/Publications/Data-Protection-Work-Safely-Protocol.html>

⁵⁵ <https://www.dataprotection.ie/en/organisations/resources-organisations/self-assessment-checklist>

Personal Grooming Industry Control Measures

Hygiene and Sanitisation Protocols

Many of the measures outlined below currently form the basis of salon **Standard Operational Procedures**.

- A cleaning and disinfection checklist that can be adapted for your salon can be found [HERE](#)⁵⁶.
- The HPSC has produced: [Cleaning guidance for use in non-healthcare settings: General cleaning principles, and cleaning guidance when a person with COVID-19 has been in the setting](#)⁵⁷ This document gives guidance on cleaning when there is an absence of COVID-19, and when there is a suspected or confirmed case.
- All cleaning and disinfecting chemicals should be used and stored in accordance with the manufacturer's directions.
- Employees must read the labels of cleaning and disinfecting products carefully before use. Always refer to manufacturer's instructions for dilution rates and correct cleaning method, etc.
- Cleaning routines and products should be regularly reviewed to ensure effectiveness, efficiency and consistency is achieved in curbing the spread of COVID-19.
- All workstations and their surroundings will be cleaned and sanitised after every service.
- All chairs/bed and their surroundings will be cleaned and sanitised after every service.
- All equipment will be cleaned and sanitised before and after every service.
- All laundry must be laundered at a minimum temperature of 60 degrees Celsius before and after each client, or a disposable towel is to be used for each individual client.
- All basins will be sanitised between each service.
- High touch surfaces should be regularly cleaned and sanitised.
- All areas are to be cleaned and sanitised regularly during the day.
- The number of waste collection points are to be increased and they should be emptied regularly and at the end of each day.

Preparing for Re-opening

- Detailed information on cleaning in a non-healthcare setting has been issued by the [HPSC](#).
- It is recommended to thoroughly clean the commercial premises prior to re-opening.
- Review how you will continue to ensure the hygiene and sanitisation of your salon, workstations and common areas will be maintained.

⁵⁶ https://www.hsa.ie/eng/topics/covid-19/return_to_work_safely_templates_and_checklists/

⁵⁷ <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/cleaningguidance/Cleaning%20guidance%20for%20non%20healthcare%20settings.pdf>

Legionella

The HSA have put together advice regarding the [Control of Legionella Bacteria During and After the COVID-19 Pandemic](#)⁵⁸. This advice is aimed at employers or those in control of places of work. It highlights the requirement to continue managing Legionella control to avoid the potential for Legionnaires' disease. This disease can be fatal, and hospitalization is generally required to treat symptoms. With the health service currently dealing with a public health emergency, it is vital that employers take appropriate action to maintain and operate their water systems, especially wet cooling systems, so far as reasonably practicable during this public health emergency.

Employers within the personal grooming industry need to put in place control measures to avoid the potential for Legionnaires' disease before they reopen. Further advice on the prevention of Legionnaires' disease after the COVID-19 Pandemic is available on the [HSA website](#)⁵⁹

Irish Water also have advice on [re-opening work premises safely](#).⁶⁰

Ventilation and Air Conditioning

It is vital to allow as much ventilation into the building as possible. Ventilation refers to the movement of outdoor air into a building, and the circulation of that air within the building or room. This can be achieved through natural means (e.g., opening a window) or mechanical means (e.g., central heating ventilation and air conditioning).

Natural ventilation is through the introduction of fresh air into the workplace e.g., opening doors and windows. Cross-ventilation is a good option for window ventilation as it facilitates the quick exchange of room air for fresh air through widely opened windows opposite to each other where possible. Propping open internal doors may increase air movement and ventilation rate. (Note: fire doors should not be propped open unless fitted with approved automatic closers so that they function as fire doors in the event of an alarm or fire).

Mechanical ventilation is through the use of HVAC (Heating, Ventilation and Air Conditioning) systems. These provide comfortable environmental conditions (temperature and humidity), and clean air in indoor settings such as buildings and vehicles. Switching off air conditioning is not required to manage the risk of COVID-19. However, as many air conditioning units just heat, cool and recirculate the air, it is important to check ventilation systems to ensure that there is an adequate supply of fresh air (from a clean source), and that recirculation of untreated air is avoided. Where workplaces have Local Exhaust Ventilation, the make up air should ideally come from outdoor air rather than from adjacent rooms.

- Further information on Heating, Ventilation and Air Conditioning can be viewed in the [Work Safely Protocol](#)⁶¹
- The HPSC have produced [Guidance on non-healthcare building ventilation during COVID-19](#).⁶²
- Air conditioning is not generally considered as contributing significantly to the spread of COVID-19.
- For salons without air conditioning adequate ventilation is encouraged, for example, by opening windows where feasible etc.

⁵⁸ https://www.hsa.ie/eng/topics/biological_agents/specific_biological_agents_diseases/legionellosis/covid-19_legionella_information_note.pdf

⁵⁹ https://www.hsa.ie/eng/topics/biological_agents/specific_biological_agents_diseases/legionellosis/

⁶⁰ <https://www.water.ie/for-business/covid-19-reopening-busine/>

⁶¹ <https://enterprise.gov.ie/en/Publications/Publication-files/Work-Safely-Protocol.pdf>

⁶² <https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/employersemployeesguidance/Guidance%20on%20non%20Hcbuilding%20ventilation%20during%20COVID-19.pdf>

Protocols for the Re-opening of the Personal Grooming Industry

(A) Pre-visit

- Services should be by appointment where possible and procedures should be developed for walk-in services.
- COVID-19 screening questions should be displayed on entry to the premises.
- Salon and client/visitor hygiene protocols should be posted online and in salon.
- Procedures to handle walk-in clients should be in place.
- A protocol that supports vulnerable and elderly clients visiting the salon should be in place.

(B) Entering the Salon / Shop / Spa

- The COVID-19 hygiene and salon protocols should be posted at every entry point.
- Hygiene posters should be present on arrival, see samples [HERE¹](#).
- Sanitisation stations should be available at every entry and exit point.
- A no-touch greeting policy should be implemented.
- High touch surfaces such as door handles, stair railings and light switches should be constantly disinfected.
- Metre markers, barrier tape and/or floor markings should be displayed to ensure social distancing.

(C) Reception and Retail

- Social distancing requirements should be managed in the retail area.
- A protective screen at the reception desk is advisable where applicable.
- Hand sanitiser for customers should be provided.
- Contactless payments should be encouraged where possible.
- Shelves should be cleaned and disinfected regularly.
- Retail products should be cleaned and disinfected regularly.
- Product testers should be removed.

(D) Sanitisation Zones

- Hand sanitisation zones should be established, ensuring that there are sanitisation areas on arrival and throughout the salon.

(E) Laundry including Gowns, Robes & Towels

- If disposable gowns and towels are used in salon they should be disposed of directly into a waste bin.
- Where disposable gowns, robes and towels are not used, regular towels and gowns should be used once and laundered.
- All laundry including gowns, robes and towels must be laundered to a minimum of 60 degrees Celsius.

(F) Consultation and Service

- It is recommended that the consultations and service should be performed as much as practicable from the back of the client's head.
- The worker should maximise their body position as much as possible to increase the physical distance from the client.

(G) Reading Material

- No shared reading magazines / books / newspapers should be allowed.

(H) Implements & Tools

- All equipment is to be cleaned and sanitised before and after each client.

(I) Restrooms

- High touch areas should be cleaned and disinfected regularly.
- Liquid soap and hand sanitiser should always be present.
- Hand washing signs should be displayed.

COVID-19 Return to Work Safely Protocol – Client Journey Sample Checklist

| No | Topic | Yes/No | Action Required |
|----------|--|--------|-----------------|
| A | Pre-Arrival | | |
| A1 | Have you communicated and posted new salon procedures online? | | |
| A2 | Have you communicated to customers and advised them to stay home if they are feeling symptomatic, and to follow HSE guidelines on self-isolation? | | |
| A3 | Have you updated your appointment booking protocols? | | |
| A4 | Have you made provision for a walk-in client protocol in line with physical distancing recommendations? | | |
| A5 | Have you developed a provision for elderly or vulnerable clients? | | |
| B | Salon/ Barbershop Point of Entry | | |
| B1 | Have you displayed any relevant COVID-19 screening question at the salon entry point? | | |
| B2 | Have you displayed your hygiene and salon protocols at the building entrance? | | |
| B3 | Have you established hand sanitisation zones at entry and exit? | | |
| C | Reception / Retail area | | |
| C1 | Have you placed a physical barrier screen at reception if applicable? | | |
| C2 | Have you developed a policy asking clients relevant COVID-19 screening questions? | | |
| C3 | Have you developed a policy that ensures that all contacts are maintained? | | |
| C4 | Have you displayed metre markings and other relevant signage to remind clients of physical distancing? | | |
| C5 | Have you developed a no-touch greeting policy? | | |
| C6 | Have you developed a policy around managing any retail areas? | | |
| C7 | Have you established a cleaning and sanitisation policy for all high-touch areas and surfaces? | | |
| D | Sanitisation Zones | | |
| D1 | Have you established hand sanitisation zones throughout the premises including at all entry/exit points? | | |
| D2 | Have you developed a protocol to ensure clients preform proper hand hygiene? | | |
| E | Gowns and Towels | | |
| E1 | If required, have you revised your laundry policy? | | |
| E2 | Have you a protocol for the use and disposal of single use gowns/towels? | | |
| F | Consultation and Service Delivery | | |
| F1 | Have you risk assessed and adjusted your standard operational procedures (SOP's) to account for any new (reasonable and practicable) measures required to carry out the service? | | |
| G | Shared Reading Material | | |
| G1 | Have you removed all shared reading material? | | |
| H | Implements and Equipment | | |
| H1 | Have you a policy in place to ensure all implements and equipment are cleaned and sanitised before and after each use? | | |
| I | Restrooms | | |
| I1 | Have you established a protocol for cleaning and sanitising high-touch surfaces regularly? | | |
| I2 | Have you ensured there is always soap or hand sanitiser available? | | |
| I2 | Have you ensured there is a method for hand drying available? | | |

COVID-19 Questionnaire – Sample

Client / Visitor / Contractor COVID-19 Screening Questionnaire

First Name:

Surname:

Mobile No.:

Staff member delivering service:

Date:

To ensure the safety & health of all people interacting with (insert business name), clients and visitors must complete this declaration form prior to entering, or on arrival to our salon. If you indicate to us that you have symptoms of COVID-19 you will be required to contact your GP and self-isolate.

If you have been abroad in the last 14 days you should [follow the guidance from the Department of An Taoiseach](#).

It is essential for health & safety reasons that all questions are answered in a **truthful and honest manner**.

| | Yes | No |
|---|------|--------|
| 1. Do you have symptoms of cough, fever / high temperature, difficulty breathing, loss / change in your sense of smell or taste now or in the past 14 days? | Yes | No |
| 2. Have you been diagnosed with confirmed or suspected COVID-19 infection in the last 14 days? | Yes | No |
| 3. Are you awaiting the results of a COVID-19 test? | Yes | No |
| 4. In the past 14 days, have you been in contact with a person who is a confirmed or suspected case of COVID-19? | Yes | No |
| 5. Have you been advised to self-isolate at this time? | Yes | No |
| 6. Have you been advised to restrict your movements at this time? | Yes | No |
| 7. How are you feeling health wise? | Well | Unwell |

NOTE: When on site, please adhere to our on-site standard processes / procedures regarding infection control, i.e., hand washing / hand sanitising and general coughing / sneezing etiquette. All data will be stored in line with GDPR regulations.

Signature:

Date:

A vertical teal bar is positioned to the left of the HABIC logo.

HABIC

HAIR AND BEAUTY INDUSTRY CONFEDERATION IRELAND

The Enterprise Centre.
The Hill Road, Drumshanbo,
Co. Leitrim, N41 Y1F6

t: 071 96 15 200
e: info@habic.ie
w: habic.ie