



Return to Work Guidelines

The Nova Scotia
Registered Barbers
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RETURN TO WORK PRE-PREPARATION GUIDELINES

Subject to change when further Government rules and regulations are released

When we see this pandemic flatten, the re-opening of barbershops will more than likely come with little notice and many restrictions from the Government.

Begin preparing now.

These guidelines will help Members prepare to reopen barbershops and prepare to offer services to the public once again. It will be up to individual business owners and barbers to make decisions using these guidelines and to implement the best practices for your businesses, your clients and your staff for when the times comes to reopen.

There are many different business situations in this industry. Some shops are small, with only one proprietor; some have a small number of employees, and some are larger with multiple employees. Please read these guidelines in their entirety in order to decide which situation best fits your personal and business circumstances.

Not all the guidelines will apply to your individual situation. It will be up to individual business owners to decide at this time what to implement in individual shops.

Your safety, the safety of your client and your staff comes first and foremost when deciding on any new protocols. What protocols or requirements will ensure the safety of everyone in the shop? The Corona virus will be around for some time and this will be the “new norm”.

Please note: These guidelines have been prepared for the worst-case scenario and the continued requirement for social distancing when possible.

The Association will be adding to and updating this document as new information becomes available.

Note:

- We do not want to see a rebound of Covid-19 and an instant return to closure in Nova Scotia. Please do what you can to keep yourself, your team and the public safe! If you or your client have two or more of the following symptoms, visit <https://811.novascotia.ca> and <https://novascotia.ca/coronavirus/when-to-see-help/> to determine if you should call 811 for further assessment:

- Fever
- Cough or worsening of previous cough
- sore throat
- runny nose
- headache
- shortness of breath

- muscle aches
- sneezing
- hoarse voice
- diarrhea
- unusual fatigue
- loss of sense of smell or taste
- red, purple or blueish lesions on the feet, toes or fingers without clear cause

• Do not become lax when the pandemic has flattened as there most likely will be a second wave. We all need to do our part to minimize the risk associated with returning to work.

All Members should be following the links provided herein for updates from the Government and must also consider any recommendations or orders provided by the Chief Medical Officer of Health, Dr. Robert Strang.

Please visit <https://novascotia.ca/coronavirus> and <https://novascotia.ca/coronavirus/working-during-covid-19/> for more information.

Contents

RETURN TO WORK PRE-PREPARATION GUIDELINES	1
PUBLIC INFORMATION	2
BARBERSHOPS & SCHOOL SPACE.....	4
Booking Clients.....	6
BARBERSHOP/SCHOOL WORKPLACE	7
FRONTEND RECEPTION/GUEST SERVICES.....	10
TOOLS.....	11
WASHROOMS.....	11
LAUNDRY	11
BARBERING	12

PUBLIC INFORMATION

For our valued clients:

Barbershops will be busy and under strict protocols in the coming months to ensure the best safe practices for all clients and barbershops.

Should you be visiting a barbershop or individual barber when they reopen, whether it be in a shop or private residence, please follow the guidelines below and monitor the following sites for ongoing updates:

<http://www.nsbarbers.ca/>

<https://www.facebook.com/groups/1904514076494730/>

<https://novascotia.ca/coronavirus>

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirusinfection/prevention-risks/about-non-medical-masks-face-coverings.html>

<https://novascotia.ca/coronavirus/staying-healthy/#hands-clean>

<https://novascotia.ca/coronavirus/occupational-health-and-safety/#hazards>

- Individual licenses and shop permits must be available to the public for viewing. If you do not see a permit for the shop and/or a valid license for your barber, ASK to see them. Do not assume a shop or barber is compliant and following protocol. **Do not put yourself at risk!**
- All licenses and permits expire on December 31st each year; the current expiry date is December 31, 2020 and is marked on each license and/or permit.
- Do not attend for your appointment if you have symptoms such as:
 - Fever (i.e chills, sweats)
 - cough or worsening of previous cough
 - sore throat
 - nasal congestion/runny nose
 - shortness of breath
 - headache
 - fever
 - muscle aches
 - sneezing
 - hoarse voice
 - diarrhea
 - unusual fatigue
 - loss of sense of smell or taste
 - red, purple or blueish lesions on the feet, toes or fingers without clear cause

<https://novascotia.ca/coronavirus/when-to-seek-help/>

- Reschedule your appointment to keep everyone healthy and your barber safe and working. Your barber will do the same.
- Advise clients when they make an appointment that they cannot attend if they are feeling unwell the day of the appointment. The client should also be advised to use the 811 on-line self-assessment if they are unwell.
- Use appropriate etiquette (ie: coughing or sneezing into the bend of the elbow or into a tissue and immediately discard into a covered waste basket).
- Arrive on time for your scheduled appointment in order to avoid arriving at the same time as other scheduled clients and to avoid cancellation. Your barber will be on a very tight schedule to allow for sanitation/disinfection protocol.
- Arrive with clean hair when you are arriving for a hair service.
- Wear a clean mask or request a mask upon arrival at your shop. **Masks are mandatory for barbers and clients.** You may be required to purchase one at a minimal cost. There are many different types of masks. Please see this link for the appropriate use of non-medical mask or face covering. https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html#_Appropriate_non-medical_mask
- Non-medical face masks are satisfactory.
- Masks do not replace social distancing requirements.
- Bring your own drink in a travel mug you can take away with you.
- If asked, wait in your car until it is time for your appointment. Your barber will be waiting to explain the appointment process to you upon entering the shop.
- Wash your hands immediately upon entering the shop with soap and water, following all hand washing protocols. Your barber will as well prior to your service. <https://novascotia.ca/coronavirus/staying-healthy/#hands-clean>
- Use cough and sneeze etiquette.
- Make sure all areas you visit in the shop are clean and have best practices in place, for your safety.
- Follow all shop directions and notices when visiting the shop.
- Maintain social distancing whenever possible.
- Avoid washroom use if possible.
- Avoid hugs, handshakes, etc.
- Avoid cash transactions whenever possible.
- Do not touch retail displays; your service provider will help you.

Finally, read through the rules as provided herein for all shops pertaining to Covid-19.

BARBERSHOPS & SCHOOL SPACE

The following guidelines also include all in-home shops, room or chair renters.

Support for Shop Teams, Students and Clients

- In the initial stages of re-opening, Public Health will be increasing the number for social gathering from 5 to 10 in indoor environments. For this reason, you will need to restrict the number of persons in any barbershop to 10 people, including staff and clients. If the facilities are too small to accommodate adequate physical distancing, then the numbers allowed must be adjusted to the appropriate number lower than 10.
- As you know, the Nova Scotia Government's current policy regarding group gatherings during this pandemic is as follows: "A gathering is any event that brings people together in a single space at the same time. Nova Scotians are not allowed to gather in groups of more than 10, unless their group has an exemption". We have just received clarification that we are now considered part of this exemption! The Nova Scotia Registered Barbers Association's Guidelines will be revised to allow the following:
There will be no limit to the number of clients allowed in a personal services establishment. However, salons must adhere to the 10-person rule (client and staff person) if the physical size and layout of the salon is such that a physical distance of 2 meters (6 feet) between clients cannot be maintained.
- Maintaining physical distance of at least 2M is very important precaution to facilitate such distancing the number and layout of workspaces may need to be modified. Physical barriers should only be used after further changing the number and layout of workspaces to achieve physical distance is not possible.
- Check in with staff and students at least once or twice a day to see how they are coping and if they have any needs.
- Ensure all staff and students are following shop protocol.
- Barbers should not come to work if they are feeling unwell
- If a barber becomes ill, remove the entire team working during that barber's shift and have them consult public health guidance at <https://novascotia.ca/coronavirus/when-to-see-help/> or call 811
- Assign individual tasks to each staff member to ensure sanitation/disinfection processes.
- Ensure employees are monitoring their health for signs of a sore throat, fever, cough, etc.

Booking Clients

- It needs to be made clear to the clients that maintaining physical distance of at least 2M is a very important step to all of our safety.
- Stagger and extend your team's back to work times and appointments to allow the continuation of social distancing and avoid crowding.
- Check in with clients before their appointment. Upon arrival the client should again be asked if they are feeling well. If they are not they must be asked to cancel the appointment as well as to go home and complete the 811 online self-assessment.
- Explain the protocol for arrival. For example, ask clients to wait in their car until it is their time for service. Each shop should have their own arrival times laid out to avoid overcrowding and maintaining social distancing protocol.
 - Book clients with a minimum of 15-minute intervals between each client (ie: 1:00, 1:15, 1:30, 2:00), to allow for disinfection and cleaning time after each client.
 - Have the barber whose client is arriving next prepared and waiting for the client's arrival near the entrance of the shop (not sitting in lunchroom) in order to take them directly to the service area.
- **An important step, clients need to wash their hands immediately upon entering the facility, and providing hand sanitizer is mandatory.**
- Book client's ample arrival time for a service.
 - Allow the full required time for a client's service. No double booking.
- Check in with clients at arrival to ensure they have no symptoms of Covid-19 – such as a sore throat, cough, fever, or difficulty breathing.
- A client registry (name, phone number, date and time of visit) and a staff registry (date and time of work shifts) must be kept to facilitate and necessary contact tracing by Public Health
- Avoid cash transactions and advise clients when booking a service, or upon arrival.

- Be prepared to greet clients near the entrance upon their arrival.
- Wear a clean non-medical mask or request a mask upon arrival at your shop to protect others. **Masks are mandatory for both barber and clients.** You may be required to purchase one at a minimal cost. There are many different types of masks. Please see this link for the appropriate use of non-medical mask or face covering. https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html# Appropriate_non-medical_mask
- Non-medical face masks are satisfactory.
- Masks do not replace social distancing requirements.
- Face shields are not an appropriate substitute for non-medical masks as face shields do not provide close covering of the nose and mouth.
- Take clients directly to the workspace.
- Limit as much physical contact as possible - avoid kisses on the cheek, handshakes, and hugs.
- Avoid offering candy, mints, coffee, tea or other drinks. Have disposable water cups available for water and/or ask clients to bring their own drinks.
- After an appointment:
 - Follow up to see how the client's visit was.
 - Ask if they are exhibiting any signs of illness (cough, fever, sore throat, difficulty breathing, etc.)
 - Rebook them if they have not already pre-booked.
- Walk-ins - avoid walk-ins to assist with adherence to social distancing requirements. You may consider posting a sign for walk-ins on your front door with a phone number for them to text and shop should advise of a time when the client can arrive for their appointment.

BARBERSHOP/SCHOOL WORKPLACE

Ensure you and your team are updated and informed of sanitation, disinfection and sterilization protocol requirements and rules and shop policies.

- Ensure you have a business continuity or emergency plan in place.
- Have in place operations and maintenance procedures for cleaning and disinfecting the shop and all tools and regularly monitor all protocols.
- Display your valid barbershop permit in a place visible to the public.
- Insurance – Ensure your barbershop insurance is up to date.
- Look at tasks and jobs to determine who is at the greatest risk of exposure in your shop and when an exposure would most likely happen.
- Provide all necessary cleaning, disinfecting and preventative supplies.
- Follow all SDS/MSDS directions for all chemicals.
- Post signs on the front door and throughout the barbershop regarding symptoms of Covid19 for clients to read prior to entering and while in the shop. Posters available at <https://novascotia.ca/coronavirus> .
- Post signs throughout the shop regarding hand washing and social distancing. Poster available at <https://novascotia.ca/coronavirus>
- Have self-dispensing hand sanitizers available for clients on arrival and throughout the shop for employees and clients.
- Encourage frequent hand washing and good hygiene. There is a poster available on the Nova Scotia Government’s website at: <https://novascotia.ca/coronavirus/HandWashing-Poster.pdf>
- Keep washrooms and sink areas well stocked with soap for hand washing.
- All Barbers must wash hands prior to and after each service.
- Continue good hygiene – all employees must adhere to the National/NS Department of Health’s recommendations for good hygiene and appropriate behavior. <https://novascotia.ca/coronavirus/COVID-19-Fact-Sheet-Business.pdf> .
- Limit as much physical contact as possible (avoid kisses on the cheek, handshakes and hugs.)
- Keep everyone at least 2 meters (6’) apart whenever possible (including all reception area chairs), practicing safe physical distancing whenever possible.
- Do not open lunch/break rooms to social gatherings (allow one person at a time if you cannot remain at 2 meters apart). Clean and disinfect the lunchroom after each use.
- Keep all surfaces washed and disinfected (a minimum of twice a day, or as required for surfaces such as doorknobs, handles, light switches, desks, tabletops, keyboards, and railings.) <https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html#a3>
- Wipe down debit terminals with a disinfectant after every client transaction. Use tap when possible.
- Avoid cash transactions; advise clients of this prior to any scheduled appointments.
- No candy, mints, or drinks should be offered (except bottled water if needed).
- Avoid baskets of samples or anything that may encourage handling.
- Mark an “X” on the barbers chairs and floor etc., to be used if the chairs are less than 6’ apart. Consider Plexiglas barriers if chairs are not 6’ apart.
- Remove all chairs, magazines and accent tables from reception area for the next couple of months.

- Remove all fabric chairs, mats, rugs, etc. that cannot be cleaned and disinfected.
- **Masks are mandatory for barbers and clients.**
- Have masks and/or face shields available at all times for client and staff use. e. Staff training should be implemented, and posters displayed on the wall explaining correct mask use.
https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html#_Appropriate_non-medical_mask
- If you choose to use a fabric mask, ensure it is cotton and has a liner. They must be washed and cleaned in hot water after every use or when they become soiled or wet.
<https://www.canada.ca/en/public-health/services/diseases/2019-novelcoronavirus-infection/prevention-risks/about-non-medical-masks-facecoverings.html>.
- Non-medical face masks are satisfactory.
- Masks do not replace social distancing requirements.
- The use of covered waste containers (garbage can) throughout the shop must be used for disposal of disposable gloves, paper towel, tissues, disposable masks, etc.
- Make sure ventilation systems are working properly; change filters in ventilation systems more frequently to allow for circulation of fresh air.
- If sink area/sinks are not properly spaced for social distancing, ensure only one barber with one client is present at a time.
- Ensure proper cleaning and disinfection of sink areas before and after each use.
- If sharing your workstation/area, ensure proper cleaning and disinfection of individual workstation/area when an employee and client leaves the work area and another employee and client takes over the workstation/area.
- Do not use expired supplies.
- Shower curtains cannot be used as a barrier for social distancing.
- Avoid having clients touch retail displays.

Recommendations:

- High risk services should not be allowed in the beginning stages of opening, such as:
 - facials
 - beard/mustache services
 - shaving
- Sinks that are closer together than 2 meters (unable to self-distance) should have Plexiglas or other barrier installed between the sinks or limit to one staff and client at a time.
 - You may wish to consider the installation of a Plexiglas barriers in areas such as the reception desk between the client and the receptionist (glass companies can provide this service). . Shower curtains cannot be used as a barrier for social distancing.
 - You may wish to consider the installation of a Plexiglas barriers in between stations (glass companies can provide this service).

- Have available Interac terminals for checkout in the work area if possible (to be cleaned prior to and after each use), to avoid gatherings at the front desk.
- Install floor markers/guidelines at least 2 meters apart to adhere to social distancing protocol.

FRONTEND RECEPTION/GUEST SERVICES

- Booking systems may crash; be prepared in case this happens.
- Book clients with a minimum of 15-minute intervals between arrivals (ie: 1:00, 1:15, 1:30, 2:00.)
- Ensure the barbers schedules are staggered and extend the team's back to work times/appointments to allow the continuation of social distancing and avoid crowding. Follow all Government (Covid-19) rules for business re-opening requirements.
- Make sure to print schedules for all service providers so they are aware of when their clients will be arriving.
- Avoid cash transactions; advise clients when booking of this rule.
- Ensure your employees are prepared, up-to-date and educated on all new policies, rules and sanitation disinfection processes required.
- Have your employees sign contracts to confirm they have seen, acknowledged and understand your shop policies and rules.
- Ensure only one employee is providing check out services at the front desk at any one time unless they can remain 6' apart.
- Keep employees away from the front/back of the desk and check out area (use check out receipts for clients).
- Keep room and/or chair renters away from any appointment books that may be on the front desk.
- Provide hand sanitizer throughout the shop. Hand washing is the best choice for prevention.
- Wear a mask/shield if there is no barrier between you and the client.
- Ensure employees are following sanitation and cleaning protocols.
- Do not over book your staff when booking clients.
- Avoid sharing of any electronics; phones and electronics should be wiped down after each use using a disinfectant wipe or spray.
- Disinfect all countertops, barriers, keyboards etc., before using and when leaving a shift.
- Follow all MDS/SDS instructions for all chemicals used, including disinfectants.
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html#a3>

If possible:

- Install a Plexiglas wall for the protection of clients and receptionist/guest services moving forward. **Shower curtains are not acceptable.**
- Avoid cash transactions; advise clients of this rule upon booking appointments.

The company should ensure thorough cleaning of common contact points and make a plan for cleaning and disinfecting (after a specific assessment) of contact points, with special focus on handles, handrails, light switches, table surfaces, cash registers, terminals, computers and tablets, that are frequently touched.

“Wash with soapy water first. Disinfect using household cleaning/disinfecting products, following the directions on the label, or a solution of 1-part bleach to 9 parts water. Disinfect phones, remote controls, computers, and other handheld devices with 70% alcohol or wipes”.

TOOLS

- Barbers must use their own tools; there should be NO borrowing of tools or implements.
- All tools used during a service should be disinfected after each client use (hairdryers, scissors, clippers, trimmers, razors, combs and hair brushes)
- Use of disposable tools whenever possible is recommended.
- Create a plan for disinfecting all common tools regularly.

WASHROOMS

- Always keep toilets thoroughly cleaned and disinfected and monitor frequently throughout the day.
- Keep available disposable paper towel, liquid soap/hand sanitizer and always have hot water available in all washrooms.
- There should be NO shared towels for drying or washing hands in client or staff washrooms. Paper towel is best and should be discarded in a covered waste container.

LAUNDRY

- All soiled capes, smocks, cloth neck strips, towels, etc., must be kept in a covered basket, in the washer or garbage bag until laundered.
- Laundry should be washed frequently (all capes, smocks, towels, etc.) with laundry detergent.

BARBERING

Clients need to feel safe returning to your workstation.

- Display your valid Barbers Certificate in a place visible to the public.
- Schedule a minimum of 15 minutes between each client to allow ample time for completing cleaning, sanitation, disinfection, and sterilization processes.
- Have clients arrive with freshly washed, clean hair, as this will allow for a wet down and not a shampoo “to save time” at the sink and to ensure you are not directly over the client’s face longer than is required for the service.
- Upon arrival the client should again be asked if they are feeling well. If they are not they must be asked to cancel the appointment as well as to go home and complete the 811 online self-assessment
- Requiring clients to wash their hands immediately upon entering the facility, and providing hand sanitizer needs to be emphasized as an important step
- Take clients directly to your station.
- If sinks are side-by-side, you must only have one client in the area at a time.
- **Wear a mask. They are mandatory for barbers and clients.**
- If you choose to use a fabric mask, ensure it is cotton and has a liner. They must be washed and cleaned in hot water after every use or when they become soiled or wet.
<https://www.canada.ca/en/public-health/services/diseases/2019-novelcoronavirus-infection/prevention-risks/about-non-medical-masks-facecoverings.html>
- Non-medical face masks are satisfactory.
- Have clients wash their hands or have them use a hand sanitizer upon arrival.
- Offer clients a mask if they are not wearing one.
- Sanitize or wash your hands prior to a client’s arrival. If you are not shampooing, use a hand sanitizer in front of your client before beginning a service.
- Change capes continuously throughout the day (after each client) and always use a clean neck strip or towel.
- Neck brushes must not be used around the face.
- Avoid all unnecessary services around the face.
- Have covered waste receptacles close by for disposal of gloves, masks, tissues, etc., after each client.
- Do not use expired supplies.
- Dispose of disposable blades in a sharp’s container.
- Thoroughly clean and disinfect all tools (that have been used or in contact with a client) after each service has been completed.
- Thoroughly clean chair and workstation between each client.

- Ensure the use of proper tool disinfectants and change your disinfectant jars **daily**.

Recommendations:

- Install foot markers/guidelines at least 2 meters apart on the floor to adhere to social distancing protocol.
- Have a receipt prepared upon completion of service to avoid both staff and client heading to the guest services area for checkout at the same time.
- For the time being, high risk services involving close face-to-face contact should not be allowed such as Beard and mustache trims, face massages and shaves. This may be relaxed in future amendments to the Public Health Order.

*** Remember these are guidelines and they more than likely will change as the Government announces new requirements for opening businesses. It is your decision to decide on best practices to implement when opening your barbershop. <https://novascotia.ca/CoronaVirus/>