

COSMETOLOGY INDUSTRY PANDEMIC GUIDELINES

Subject to change if Government regulations are required.

In effect as of March 21, 2022

As of March 21, 2022, the State of Emergency ended in Nova Scotia and the majority of COVID-19 restrictions were lifted.

The Cosmetology Association recommends all Members continue to follow the Guidelines below. It will be up to all independent businesses, individual business owners, salons, spas, and cosmetologists to make informed decisions using these Guidelines and to implement the best practices for your businesses, your clients, and your staff.

There are many different business situations in this Industry. Some salons 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 what to implement in individual salons.

Your safety, the safety of your clients 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 salon? The Corona Virus will be an ongoing concern for all citizens for the foreseeable future.

The Cosmetology Association of Nova Scotia is establishing these requirements separate and apart from any requirements that the Province of Nova Scotia might impose now, or in the future.

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

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Revised March 6, 2022
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Revised December 16, 2020

Revised November 24, 2020
Revised July 3, 2020
Revised June 3, 2020
Original Policy: May 29, 2020

NOTE:

Please do what you can to keep yourself, your team and the public safe by following these Guidelines. **Do not become lax. You must also continue to follow all recommendations and guidelines as implemented by Public Health and the Nova Scotia Government with respect to this and any other Pandemic outbreak.**

All Members should continue to follow the links provided herein for updates from the Government and must also consider any recommendations or orders provided by the Nova Scotia Chief Medical Officer of Health.

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

Updated Public *Health Protection Act* Order:

<https://novascotia.ca/coronavirus/docs/health-protection-act-order-by-the-medical-officer-of-health.pdf>

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PUBLIC INFORMATION

For our valued clients:

Salons and spas are busy and will ensure the best safe practices for all clients and salons and spas. Salons and spas can now operate at maximum capacity.

Should you be visiting a salon or individual cosmetologist, whether it be in a salon or private residence, **please follow** the Guidelines below and monitor the following sites for ongoing updates:

<https://www.nscosmetology.ca>

<https://www.facebook.com/cosmetologyns>

<https://novascotia.ca/coronavirus>

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

<https://novascotia.ca/coronavirus/symptoms-and-testing/#symptoms>

- Individual licence and salon permits must always be available to the public for viewing. If you do not see a permit for the salon and/or a valid licence for your cosmetologist (hairdressers, estheticians, nail technicians, make-up artists, eyelash technicians, or full body hair removal specialists), **ASK** to see them. Do not assume a salon or cosmetologist is compliant and following protocol. Do not put yourself at risk!
- All licenses and permits expire on December 31st each year (expiry date is marked on each licence and/or permit).
- Do not attend for your appointment if you are feeling unwell or have symptoms of COVID-19. Proceed with completing the 811 online self-assessment for symptoms of COVID-19. Your cosmetologist will do the same.

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

Symptoms of COVID-19 can include:

- fever (chills, sweats)
- cough or worsening of a previous cough
- sore throat
- headache
- shortness of breath

- muscle aches
- sneezing
- nasal congestion or runny nose
- 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

The severity of COVID-19 symptoms can range from mild to severe, and in some cases, can lead to death. Current information suggests most people don't experience severe illness or need to be hospitalized.

- Use appropriate etiquette (i.e.: coughing or sneezing into the bend of the elbow or into a tissue and immediately discard into a covered waste basket) and follow up with hand sanitizer.
- 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 cosmetologist will be on a very tight schedule to allow for infection control protocols.
- Everyone should wash their hands upon entering the salon with soap and water, following all hand washing protocols or use a hand sanitizer. Your cosmetologist will as well prior to your service.

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

- Make sure all areas you visit in the salon are clean and have best practices in place for your safety.
- Follow all salon directions and notices when visiting the salon.
- Avoid hugs, handshakes, etc.
- Avoid paying with cash by using debit or credit if possible.
- Avoid if possible touching retail displays; your service provider can help you.

Finally, read through the recommendations as provided herein for all salons and spas, as well as the Cosmetology Association of Nova Scotia's directives regarding salons and spas which can be found on our website at:

https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf

SALONS/SPAS & SCHOOL SPACE

The following Guidelines include all in-home salons, room, and chair renters.

- All salons, spas, and school space can now operate at maximum capacity.
- All employees must note if they are feeling unwell and advise their employer.

Do not attend work if you have symptoms of COVID-19. Complete the 811 online self-assessment for symptoms of COVID-19, available at: <https://811.novascotia.ca>

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The severity of COVID-19 symptoms can range from mild to severe, and in some cases, can lead to death. Current information suggests most people don't experience severe illness or need to be hospitalized.

- Anyone entering the salon should wash their hands with soap and water or use hand sanitizer. Hand sanitizer must be available throughout the salon.
- 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 salon protocol.

- Assign individual tasks to each staff member to ensure infection control processes are carried out.
- Ensure employees are monitoring their health for signs of a sore throat, fever, cough, etc.

Booking Clients

- Book ample time for a client's service and allow time for cleaning of hard surfaces to be done.
- Avoid cash transactions if possible and advise clients when booking of this rule.
- Avoid kisses on the cheek, handshakes, and hugs.

Salon/Spa/School Workplace

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

A copy of the Cosmetology Association of Nova Scotia's salon and spa guidelines can be found on our website at:

https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf

- Ensure you have a business continuity or emergency plan in place.
- Have in place operations and maintenance procedures for cleaning and disinfecting the salon and all tools and regularly monitor all protocols.
- Display your valid salon permit in a place visible to the public.
- Ensure your salon insurance is up to date.
- Provide all necessary cleaning, disinfecting and preventative supplies.
- Follow all SDS/MSDS directions for all chemical usage, including disinfectants.

Post signs on the front door and throughout the salon regarding symptoms of COVID- 19 for clients to read prior to entering and while in the salon.

- Have self-dispensing hand sanitizers available for use throughout the salon for employees and clients. Always encourage hand washing over sanitizer, as it is more effective in preventing the spread of viruses.
- Keep washrooms and sink areas well stocked with self-dispensing anti-bacterial soap for handwashing.

- All cosmetologists **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/staying-healthy/#hands-clean>

- Avoid kisses on the cheek, handshakes, and hugs.
- 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, etc.)

<https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/prevention-risks.html>

- Wipe down debit terminals with a disinfectant after every client transaction. Use tap when possible.
- Avoid cash transactions if possible and advise clients when booking of this rule.
- Have non-medical masks available at all times for client and staff use (if voluntarily requested). 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.html>

- The use of covered waste containers (garbage cans) throughout the salon must be used for disposal of waste, including 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.
- 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.
- Expired supplies are not permitted and should not be used.

Frontend Reception/Guest Services

- Avoid cash transactions if possible and advise clients when booking of this rule.

- Ensure your guest services team is prepared, up-to-date and educated on all policies, rules and sanitation disinfection processes required.
- Have your employees provide acknowledgement in writing that they have read and understand all salon and spa policies and rules.
- Provide hand sanitizer throughout the salon. Handwashing is best choice for prevention.
- Ensure receptionist/guest services is following sanitation and cleaning protocols.
- Avoid if possible the 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.

Recommended:

- Businesses 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, treatment rooms, cash registers, terminals, computers and tablets, etc., 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

- Cosmetologists 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, irons, combs, needles, crochet hooks, tweezers, cuticle nippers, hairbrushes, and makeup brushes, etc.)
- Use of disposable tools whenever possible is recommended.
- Create a plan for disinfecting all common tools regularly.

Washrooms

- Always keep washrooms thoroughly cleaned and disinfected and monitor frequently throughout the day.
- Keep available disposable paper towel, liquid soap/hand sanitizer and have hot water available in all washrooms at all times.

- Avoid using 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, blankets, 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, sheets, etc.) with laundry detergent.

COSMETOLOGY

All salons and cosmetologists must adhere to salon policies and requirements as required and found in the Cosmetology Association of Nova Scotia's Salon and Spa Compliance Handbook.

https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf

Clients need to feel safe returning to your workspace.

- Display your valid cosmetology licence.
- Allow sufficient time between each client to allow for completion of cleaning, sanitation, disinfection, and sterilization processes according to SDS/MSDS instructions.
- Have clients wash their hands or apply sanitizer upon arrival.
- Offer clients a non-medical face mask if they require one.
- Sanitize or wash your hands prior to and after each service. Use a hand sanitizer in front of your client before beginning the service.
- Change all linens, towels, pillowcases, bed paper, etc., after each client.
- Thoroughly clean and disinfect all tools (that have been in contact with a customer) after each service has been completed.
- Use disposable tools whenever possible.
- Do not reuse disposable implements.
- Dispose of disposable blades in a sharps' container.
- Have a covered waste receptacle close by for disposal of gloves, disposable masks, tissues, disposable tools, etc.
- Expired supplies are not permitted and should not be used.
- Clean/disinfect chairs, beds, tables, countertops, etc., between each client.
- Ensure the use of proper tool disinfectants following all SDS/MSDS Guidelines.

For estheticians:

- Do not double dip in wax.

MOBILE COSMETOLOGISTS

All salons and mobile cosmetologists must adhere to further Guidelines found above under their specific skill, and those found in the Cosmetology Association of Nova Scotia's Salon and Spa Compliance Handbook, located on our website at:

https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf

- Ensure your mobile insurance coverage is up to date.
- Avoid kisses on the cheek, handshakes, and hugs.
- Check in with clients prior to arrival.
- Use a proper carrying case for your tools and supplies. One with wheels is best, to ergonomically carry the weight.
- Linens/bed paper should be placed in a garbage bag and washed at home in hot water if available.

Ensure you carry:

- Your valid licence and mobile permit with you at all times. Let your client know you are trained and educated in infection control and the skills to provide their service.
- A mobile Interac terminal or app (if possible, avoid offering cash transactions). Debit terminals should be cleaned after every use.
- Hand sanitizer.
- Baggies: Mask and gloves should be separated in baggies. Ask your client if they would like a non-medical mask when you arrive (they may have their own).
- Ample cleaned and disinfected tools and/or an approved disinfectant.
- Clean or new capes, neck strip and/or towels/linens for each client. Always use a clean neck strip or towel when cutting hair.
- Garbage bags for disposal of used implements and for carrying soiled laundry.

Make sure to:

- Clean and disinfect all tools and stainless-steel foot basins before and after each use.
- Clean and disinfect your mobile kit before and after each visit.
- Use disposable implements where possible.

- Dispose of all garbage, masks, gloves, and disposable implements in a garbage bag/baggie.
- Place all dirty linens/capes etc. in a garbage bag after each service, prior to laundering.
- Show your client your clean and sterilized tools prior to the service so they know you are doing your best to make sure they are safe with you.