

## 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 salons and spas (hereinafter referred to as “salons”) 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 salons and prepare to offer services to the public once again. It will be up to all independent businesses, individual business owners and cosmetologists 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 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 at this time what to implement in individual salons.

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 salon? 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 with the continued requirement for social distancing.

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

**Updated June 3, 2020**

**Updated July 3, 2020**

**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 by following these Guidelines! **You must also continue to follow all recommendations and guidelines as implemented by Public Health and the Nova Scotia Government with respect to COVID-19!**
- 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.

COSMETOLOGY ASSOCIATION

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## PUBLIC INFORMATION

### **For our valued clients:**

Salons and spas will be busy and under strict protocols in the coming months to ensure the best safe practices for all clients and salons/spas.

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.

Should you be visiting a salon or individual cosmetologist when they reopen, 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://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection/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 licence and salon permits must 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 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 31<sup>st</sup> each year; the current expiry date is December 31, 2020 and is marked on each licence and/or permit.
- You will be asked if you are feeling well when booking your appointment.
- Upon arrival at a salon you will again be asked if you are feeling well. If you are not, you must return home and complete the online 811 assessment.
- 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-see-help>

Symptoms of COVID-19 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 (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 cosmetologist will be on a very tight schedule to allow for sanitation/disinfection protocol.
- Arrive with clean hair for a hair service.
- As of July 3, 2020, all facial services that were previously restricted and where a mask could not be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask.**
- Clients must wear a mask when entering the salon or spa (if they cannot social distance from other clients and services providers), before and after a service and if they are remaining in the salon or spa for additional services.
- **All** clients will be screened for COVID-19 (each time they visit a salon or spa), especially prior to the removal of a mask.

<https://novascotia.ca/coronavirus/when-to-see-help/#symptoms>

- A client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.

- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider, who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- There are many different types of masks. Please visit this link for the appropriate use of non-medical masks for face coverings.

<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>

- Please note: shields do not replace masks. Non-medical masks must be worn.
- Masks do not replace social distancing requirements.
- If asked, wait in your car until it is time for your appointment. Your cosmetologist will be waiting to explain the appointment process to you upon entering the salon.
- Everyone must wash their hands immediately upon entering the salon with soap and water, following all hand washing protocols. Your cosmetologist 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 salon are clean and have best practices in place, for your safety.
- Follow all salon directions and notices when visiting the salon.
- Maintain social distancing whenever possible.
- Avoid washroom use if possible.
- No 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 salons pertaining to COVID-19, as well as the Cosmetology Association of Nova Scotia's regulations 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 also include all in-home salons, room or chair renters.

**Mandatory: *MAINTAINING PHYSICAL DISTANCING IS IMPORTANT!***

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.

- A client registry (name, phone number, date and time of visit) and a staff registry (name, date, time of shift worked) must be kept to assist with facilitating any necessary contact tracing by Public Health.
- If facilities are too small to accommodate adequate physical distancing, then the numbers allowed must be adjusted to the appropriate number lower than 10.
- Your number and layout of the workspace may need to be modified.

Physical barriers should only be used after further changing the numbers and layout of space to achieve physical distancing.

- As of July 3, 2020, all facial services that were previously restricted and where a mask could not be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask** for added protection. Face shields **must be cleaned** with soap and water and disinfected (following SDS/MSDS guidelines for disinfecting) in between every client.

[http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_EyeFacialProtectionDisinfection.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf)

- Clients must wear a mask when entering the salon or spa (if they cannot social distance from other clients and services providers), before and after a service and if they are remaining in the salon or spa for additional services.
- **All** clients must be properly screened for COVID-19 (each time they visit a salon or spa), especially prior to the removal of a mask (by continuing to use the salon or spa's COVID-19 tracing questionnaire and maintaining same for a minimum of 30 days).  
<https://novascotia.ca/coronavirus/when-to-seek-help/#symptoms>
- The client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.
- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider (or employer/instructor as the case may be), who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- Ask clients when they are booking if they are well and advise clients when booking appointments that they cannot attend if they are feeling unwell the day of the appointment.

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

Symptoms of COVID-19 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.

- It is not necessary to follow up with clients a week later unless you would like to ask them something other than a health question.
- Upon arrival all employees and clients must be asked if they are feeling well. If they are not, they must return home and complete the online 811 assessment, available at: <https://novascotia.ca/coronavirus/when-to-seek-help>
- Anyone entering the salon must immediately wash their hands with soap and water.
- 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 sanitation/disinfection processes.
- Ensure employees are monitoring their health for signs of a sore throat, fever, cough, etc.



- If a team member becomes ill or exhibits signs of COVID-19, call 811 for further steps.

## Booking Clients

- A client registry (name, phone number, date and time of visit) must be kept to assist with facilitating any necessary contact tracing by Public Health.
- Stagger and extend your team's back to work times and appointments to allow the continuation of social distancing and avoid crowding.
- It is a recommendation to not double-book or over book yourself or your team to avoid overcrowding and team members becoming exhausted. If team members are exhausted, mistakes will be made.
- Explain the protocol for arrival. For example, ask clients to wait in their car until it is their time for service. Each salon 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 stylist whose client is arriving next prepared and waiting for the client's arrival near the entrance of the salon (not sitting in lunchroom) in order to take them directly to the service area.
- Book ample time for a client's service and allow the full required time for that service to be completed.
- Be prepared to greet clients near the entrance upon their arrival.
- Avoid cash transactions and advise clients when booking a service, or upon arrival.
- Have clients wear a clean new non-medical mask upon arrival at your salon. There may be 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>
- Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.
- Masks do not replace social distancing requirements.
- Take clients directly to the workspace.
- No physical contact - such as kisses on the cheek, handshakes, and hugs.

- Do not offer candy, mints, coffee, tea or other drinks. Drinking requires removal of the face mask, which then must be replaced with a new one.
- 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: no walk-ins until further notice 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 salon should advise of a time when the client can arrive for their appointment.

## 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](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.
- Insurance – ensure your salon insurance is up to date.
- Look at tasks and jobs to determine who is at the greatest risk of exposure in your salon 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 salon regarding symptoms of COVID- 19 for clients to read prior to entering and while in the salon. Poster available at <https://www.nscosmetology.ca/news-flash/covid-19-information>.
- Post signs throughout the salon regarding hand washing and social distancing. Posters are available at: <https://www.nscosmetology.ca/news-flash/covid-19-information>.
- 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>

- 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 COVID-19.
- 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/COVID-19-Fact-Sheet-Business.pdf>

- No physical contact (no kisses on the cheek, handshakes, hugs, etc.)
- Keep everyone at least 2 meters (6') apart, practicing safe physical distancing. Have clients wait outside until their scheduled appointment time.
- 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. Drinking requires removal of the face mask, which then must be replaced with a new one.
- No baskets of samples or anything that may encourage handling.
- Mark an "X" on the stylists' chairs, manicure tables, 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. Everyone must maintain physical distancing.
- Remove all fabric chairs, mats, rugs, etc. that cannot be cleaned and disinfected.
- Have non-medical masks and face shields available at all times for client and staff use. 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>

- Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.
  - Masks do not replace social distancing requirements.
  - The use of covered waste containers (garbage can) throughout the salon 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 stylist with one client is present at a time.
  - Ensure proper cleaning and disinfection of sink areas before and after each use.
  - Waxing services should not be completed in shampoo areas.
  - If sharing your workstation/area, ensure proper cleaning and disinfection of individual workstation/area when an employee and client leaves the workarea and another employee and client takes over the workstation/area.
  - Clean color bars continuously, maintaining social distancing at all times.
  - Do not use expired supplies.
  - Shower curtains cannot be used as a barrier for social distancing.
  - Clients should not touch retail displays.
- As of July 3, 2020, all facial services that were previously restricted and where a mask cannot be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask** for added protection. Face shields **must be cleaned** with soap and water and disinfected (following SDS/MSDS guidelines for disinfecting) in between every client.
- [http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_EyeFacialProtectionDisinfection.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf)
- Clients must wear a mask when entering the salon or spa (if they cannot social distance from other clients and services providers), before and after a service and if they are remaining in the salon or spa for additional services.
  - **All** clients must be properly screened for COVID-19 (each time they visit a salon or spa), especially prior to the removal of a mask (by continuing to use the salon or spa's COVID-19 tracing questionnaire and maintaining same for a minimum of 30 days).  
<https://novascotia.ca/coronavirus/when-to-seek-help/#symptoms>

- The client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.
- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider (or employer, as the case may be), who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- 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). You may wish to consider the installation of a Plexiglas barrier in between stations (glass companies can provide this service). Shower curtains cannot be used as a barrier for social distancing.
- 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. Create a checklist for clients and for your business.

## 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 cosmetologists' schedules are staggered and extend the team's back to work times/appointments to allow the continuation of social distancing. 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.
  - Have clients show you their receipt when issued by their cosmetologist; do not take the receipt from them.
  - Avoid cash transactions; advise clients when booking of this rule.
  - Ensure your guest services team is 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 salon 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 salon. Handwashing is best choice for prevention.
- Wear a non-medical mask even if there is a barrier between you and the client.
- Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.
- Masks do not replace social distancing requirements.
- Ensure receptionist/guest services is following sanitation and cleaning protocols.
- Do not double book or over book your team 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:

- If you install a Plexiglas wall for the protection of clients and receptionist/guest services moving forward should you not be able to social distance, please note that **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, treatment rooms, 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

- 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 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, 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.

## HAIRDRESSING

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](https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf)

### **Clients need to feel safe returning to your workstation.**

- Display your valid cosmetology licence in a place visible to the public.
- A client registry (name, phone number, date and time of visit) and a staff registry (name, date, time of shift worked) must be kept to assist with facilitating any necessary contact tracing by Public Health.

- 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 (will also allow for immediate application of color).
- As of July 3, 2020, all facial services that were previously restricted and where a mask cannot be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask** for added protection. Face shields **must be cleaned** with soap and water and disinfected (following SDS/MSDS guidelines for disinfecting) in between every client.  
[http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_EyeFacialProtectionDisinfection.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf)
- Clients must wear a mask when entering the salon or spa (if they cannot social distance from other clients and services providers), before and after a service and if they are remaining in the salon or spa for additional services.
- **All** clients must be properly screened for COVID-19 (each time they visit a salon or spa), especially prior to the removal of a mask (by continuing to use the salon or spa’s COVID-19 tracing questionnaire and maintaining same for a minimum of 30 days).  
<https://novascotia.ca/coronavirus/when-to-see-help/#symptoms>
- The client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.
- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider (or employer, as the case may be), who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- Take clients directly to your station or shampoo area (depending on the service).
- If sinks are side-by-side, you must only have one client in the area at a time.
- Wear a non-medical face mask.
- If you choose to use a fabric mask, ensure it is cotton fabric 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-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>.
- Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.



- Masks do not replace social distancing requirements.
- Have clients wash their hands with soap and water immediately upon arrival.
- Offer clients a non-medical 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.
- Wear gloves during chemical services at all times.
- 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.
- Have covered waste receptacles close by for disposal of gloves, non-medical masks, tissues, etc., after each client.
- Do not use expired supplies.
- Dispose of disposable blades in a sharps' container.
- Thoroughly clean and disinfect all tools (that have been used or in contact with a client) after each service has been completed, including needles and crochet hooks.
- Thoroughly clean chair and workstation between each client.
- Dispose of disposable blades in a sharps' container.
- Ensure the use of proper tool disinfectants following all MSDS/SDS guidelines.

#### 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.

## ESTHETICS

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](https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf)

### **Clients need to feel safe returning to your workspace.**

- Display your valid cosmetology licence.
- As of July 3, 2020, all facial services that were previously restricted and where a mask cannot be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask** for added protection. Face shields **must be cleaned** with soap and water and disinfected (following SDS/MSDS guidelines for disinfecting) in between every client.

[http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_EyeFacialProtectionDisinfection.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf)

- Clients must wear a mask when entering the salon or spa (if they cannot social distance from other clients and services providers), before and after a service and if they are remaining in the salon or spa for additional services.
- **All** clients must be properly screened for COVID-19 (each time they visit a salon or spa), especially prior to the removal of a mask (by continuing to use the salon or spa's COVID-19 tracing questionnaire and maintaining same for a minimum of 30 days).  
<https://novascotia.ca/coronavirus/when-to-seek-help/#symptoms>
- The client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.
- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider (or employer, as the case may be), who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- A client registry (name, phone number, date and time of visit) and a staff registry (name, date, time of shift worked) must be kept to assist with facilitating any necessary contact tracing by Public Health.
- Allow a minimum of 15 minutes between each client to allow for completion of cleaning, sanitation, disinfection, and sterilization processes.
- Have clients wash their hands immediately upon arrival.
- Take clients directly to your workspace.
- Wear a non-medical face mask.
- If you choose to use a fabric mask, ensure it is cotton fabric 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-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>.

- Offer clients a non-medical face mask if you are not providing services to the facial area.
- Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.
- Masks do not replace social distancing requirements.
- 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.
- Have a covered waste receptacle close by for disposal of gloves, masks, tissues, etc.
- 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 (nail files, buffers, toe separators, etc.)
- Do not reuse disposable implements (nail files, toe separators, slippers, etc.)
- 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.
- Do not double dip in wax.
- Do not use expired supplies.
- Clean/disinfect chairs, beds, tables, countertops, etc., between each client.
- Ensure the use of proper tool disinfectants following all MSDS/SDS guidelines.

#### Recommendations:

- Have a Plexiglass wall installed on your manicure table to separate you from your client when performing artificial nail enhancements or manicure services.
- If you install a Plexiglas wall for the protection of clients and receptionist/guest services moving forward should you not be able to social distance, please note that **shower curtains are not acceptable**.
- 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.

## NAIL TECHNOLOGY

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](https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf)

#### **Clients need to feel safe returning to your workspace.**

- Display your valid cosmetology licence in a place that is visible to the public.
- A client registry (name, phone number, date and time of visit) and a staff registry (name, date, time of shift worked) must be kept to assist with facilitating any necessary contact tracing by Public Health.
- Allow a minimum of 15 minutes between each client to account for completion of cleaning, sanitation, disinfection, and sterilization processes.

- Have clients wash their hands immediately upon arrival.
- Take clients directly to your workspace.
- Wear a non-medical face mask.
- Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.
- Masks do not replace social distancing requirements.
- If you choose to use a fabric mask, ensure it is cotton fabric 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-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>.
- Wash your hands prior to client's arrival. Use hand sanitizer in front of your client before beginning a service.
- Have a covered waste receptacle close by for disposal of gloves, masks, tissues, disposable tools etc.
- 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 (nail files, buffers, toe separators, etc.)
- Do not reuse disposable implements (nail files, toe separators, slippers, etc.)
- Clean and disinfect chairs, nail lights, tables, countertops, etc., between each client.
- Do not use expired supplies.

#### Recommendation:

- Have a Plexiglass wall installed on your manicure table to separate you from your client when performing artificial nail enhancements or manicure services.
- If you install a Plexiglas wall for the protection of clients and receptionist/guest services moving forward should you not be able to social distance, please note that **shower curtains are not acceptable**.
- Have a receipt prepared upon completion of service avoid both you and your client heading to the guest services area for check out. Avoid gatherings at the front desk and continue social distancing whenever possible.

## EYELASH EXTENSIONS

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](https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf)

## Clients need to feel safe returning to your workspace.

- Display your valid cosmetology licence in a place that is visible to the public.
- Allow a minimum of 15 minutes between each client to account for completion of cleaning, sanitation, disinfection, and sterilization processes.
- A client registry (name, phone number, date and time of visit) and a staff registry (name, date, time of shift worked) must be kept to assist with facilitating any necessary contact tracing by Public Health.
- As of July 3, 2020, all facial services that were previously restricted and where a mask could not be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask** for added protection. Face shields **must be cleaned** with soap and water and disinfected (following SDS/MSDS guidelines for disinfecting) in between every client.  
[http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_EyeFacialProtectionDisinfection.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf)
- Clients must wear a mask when entering the salon or spa (if they cannot social distance from other clients and services providers), before and after a service and if they are remaining in the salon or spa for additional services.
- **All** clients must be properly screened for COVID-19 (each time they visit a salon or spa), especially prior to the removal of a mask (by continuing to use the salon or spa's COVID-19 tracing questionnaire and maintaining same for a minimum of 30 days).  
<https://novascotia.ca/coronavirus/when-to-see-help/#symptoms>
- The client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.
- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider (or employer, as the case may be), who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- Have clients wash their hands upon arrival.
- Take clients directly to your workspace.
- Wear a non-medical face mask and face shield.
- Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.
- Masks do not replace social distancing requirements.

- If you choose to use a fabric mask, ensure it is cotton fabric 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-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>.

- Have your client wear a non-medical mask.
- Wash your hands prior to client's arrival.
- Use a hand sanitizer in front of your client before beginning the service and again during the service.
- Change linens/bed paper after each client and place in covered laundry basket.
- Have a covered waste receptacle close by for disposal of gloves, masks, tissues, etc.
- Thoroughly clean and disinfect all tools (that have been in contact with a customer) after each service has been completed.
- Do not use expired supplies.
- Do not reuse lashes that are left in the container they are supplied in.
- For lash strips, cut strips to the desired length for the amount required for the service. Keep the remainder of the strip in a covered case to avoid exposing the unused to contaminants.
- Clean/disinfect chairs, beds, tables, countertops, etc., between each client.

#### Recommendation:

- Have a receipt prepared upon completion of a service to avoid both individuals heading to the guest services area for check out. Avoid gatherings at the front desk/reception area and continue social distancing whenever possible.

## MAKE-UP ARTISTRY

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](https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf)

#### **Clients need to feel safe returning to your workspace.**

- Display your valid cosmetology licence in a place that is visible to the public.
- Allow a minimum of 15 minutes between each client to account for completion of cleaning, sanitation, disinfection, and sterilization processes.
- Have clients wash their hands immediately upon arrival.

- A client registry (name, phone number, date and time of visit) and a staff registry (name, date, time of shift worked) must be kept to assist with facilitating any necessary contact tracing by Public Health.
- As of July 3, 2020, all facial services that were previously restricted and where a mask cannot be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask** for added protection. Face shields **must be cleaned** with soap and water and disinfected (following SDS/MSDS guidelines for disinfecting) in between every client.  
[http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_EyeFacialProtectionDisinfection.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf)
- Clients must wear a mask when entering the salon or spa (if they cannot social distance from other clients and services providers), before and after a service and if they are remaining in the salon or spa for additional services.
- **All** clients must be properly screened for COVID-19 (each time they visit a salon or spa), especially prior to the removal of a mask (by continuing to use the salon or spa's COVID-19 tracing questionnaire and maintaining same for a minimum of 30 days).  
<https://novascotia.ca/coronavirus/when-to-seek-help/#symptoms>
- The client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.
- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider (or employer, as the case may be), who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- Take clients directly to your workspace.
- Wear a non-medical face mask.
- Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.
- Masks do not replace social distancing requirements.
- If you choose to use a fabric mask, ensure it is cotton fabric 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-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>.
- Wash your hands prior to client's arrival.
- Use a hand sanitizer in front of your client before beginning a service and again during a service.

- Have a covered waste receptacle close by for disposal of gloves, masks, tissues, etc.
- Thoroughly clean and disinfect all tools (that have been in contact with a customer) after each service has been completed.
- Change linens/bed paper after each client and place in covered laundry basket.
- Use disposable tools whenever possible.
- Clean/disinfect chairs, beds, tables, countertops, etc., between each client.
- Do not use expired supplies.
- Scrape products onto disposable or reusable pallet to limit cross contamination.

Recommendation for larger spas:

- Have a receipt prepared upon completion of service to avoid both individuals heading to the guest services area for check out. Avoid gatherings at the front desk/reception area and continue social distancing where possible.

## BODY HAIR REMOVAL

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](https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf)

**Clients need to feel safe returning to your workspace.**

- Display your valid cosmetology licence.
- As of July 3, 2020, all facial services that were previously restricted and where a mask cannot be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask** for added protection. Face shields **must be cleaned** with soap and water and disinfected (following SDS/MSDS guidelines for disinfecting) in between every client.  
[http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_EyeFacialProtectionDisinfection.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf)
- Clients must wear a mask when entering the salon or spa (if they cannot social distance from other clients and services providers), before and after a service and if they are remaining in the salon or spa for additional services.
- **All** clients must be properly screened for COVID-19 (each time they visit a salon or spa), especially prior to the removal of a mask (by continuing to use the salon or spa's COVID-19 tracing questionnaire and maintaining same for a minimum of 30 days).  
<https://novascotia.ca/coronavirus/when-to-seek-help/#symptoms>



- The client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.

- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider (or employer, as the case may be), who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- A client registry (name, phone number, date and time of visit) and a staff registry (name, date, time of shift worked) must be kept to assist with facilitating any necessary contact tracing by Public Health.
- Allow a minimum of 15 minutes between each client to account for completion of cleaning, sanitation, disinfection, and sterilization processes.
- Have clients wash their hands upon arrival.
- Offer clients a non-medical mask.
- Take clients directly to your workspace.
- Wear a non-medical face mask.
- Face shields alone are not appropriate substitutes for a non-medical mask as they do not provide close covering of the nose and mouth.
- Masks do not replace social distancing requirements.
- If you choose to use a fabric mask, ensure it is cotton fabric 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-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>.

- Wash your hands prior to client's arrival.
- Use a hand sanitizer in front of your client before beginning the service.
- Have a covered waste receptacle close by for disposal of gloves, disposable masks, tissues, wax strips, etc.
- Thoroughly clean and disinfect all tools (that have been in contact with a customer) after each service has been completed.
- Do not reuse disposable supplies (ie: wax strips, tongue depressor, orangewood sticks, etc.)
- Change linens/bed paper after each client and place in covered laundry basket.
- Do not use expired supplies.
- Clean and disinfect chairs, beds, tables, countertops, etc., between each client.

Recommendation for larger spas:

- Have a receipt prepared upon completion of service to avoid both individuals heading to the guest services area for check out. Keep gatherings at the front desk area low and continue social distancing whenever possible.

## 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](https://www.nscosmetology.ca/images/Salon_Compliance_Handbook.pdf)

- Ensure your mobile insurance coverage is up to date.
- A client registry (name, phone number, date and time of visit) and a staff registry (name, date, time of shift worked) must be kept to assist with facilitating any necessary contact tracing by Public Health
- As of July 3, 2020, all facial services that were previously restricted and where a mask could not be worn by the client are now allowed, so long as the service provider is fitted with a **face shield together with a non-medical face mask** for added protection. Face shields **must be cleaned** with soap and water and disinfected (following SDS/MSDS guidelines for disinfecting) in between every client.

[http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19\\_EyeFacialProtectionDisinfection.pdf](http://www.bccdc.ca/Health-Professionals-Site/Documents/COVID19_EyeFacialProtectionDisinfection.pdf)

- Clients must wear a mask before and after a service and **all** clients must be properly screened for COVID-19 at each visit, especially prior to the removal of a mask (by continuing to use your COVID-19 tracing questionnaire and maintaining same for a minimum of 30 days).

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

- The client may remove their mask only for the allotted time of the face service, and only if the service provider feels it is safe for them to do so while providing the service.
- Any individual who cannot wear a face mask or shield due to medical (or other significant) reasons, must discuss this with their service provider, who will make an informed decision on what is best for the client and the business, following all other recommended guidelines and protocols issued by Public Health.
- No gatherings with other household people while providing a service to your client.

- No physical contact; avoid kisses on the cheek, handshakes, and hugs.
  - Check in with clients prior to arrival and again one week after your visit.
  - Wear a non-medical face mask.
  - Face shields alone are not appropriate substitutes for a non-medical mask, as they do not provide close covering of the nose and mouth.
  - Masks do not replace social distancing requirements.
  - If you choose to use a fabric mask, ensure it is cotton fabric 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-novel-coronavirus-infection/prevention-risks/about-non-medical-masks-face-coverings.html>
- 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 (refrain from 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 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 laundry.
- 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.