

COVID Safety Guidelines: Beauty and Personal Care Services

Phase 4, Version 1.0 27 June 2020

WA Government has implemented a staged lifting of COVID-19 restrictions based on the advice of the Australian Health Protection Principal Committee (AHPPC) and the WA Department of Health.

While there are fewer active cases of COVID-19 within WA it is important that every person and premises maintains sensible safety precautions including good hygiene practices, additional sanitisation regimes and physical distancing. This will ensure that if and when new cases do occur, COVID-19 is not transmitted to others.

This document outlines the safety requirements for the recommencement of Beauty and Personal Care Services such as tanning, waxing, massages, nail services, tattooing and piercing and the re-opening of businesses that provide these services.

A premises that was required to close under directions made under the *Emergency Management Act 2005* must complete a COVID Safety Plan and display, in a visible location on the premises, a COVID Safety Plan Certificate before reopening.

If you completed a COVID Safety Plan in Phase 3, you should review these updated guidelines and update your plan accordingly.

Premises that were not required to close, including hairdressers and barbers, may choose to voluntarily complete a COVID Safety Plan, and display a COVID Safety Plan Certificate.

This document provides guidance on how to complete your COVID Safety Plan and implement necessary safety requirements.

These guidelines come into effect from 11.59pm, 26 June 2020.

Safety requirements

All people and businesses are required to mitigate the risks of COVID-19. In addition to having a COVID Safety Plan and displaying a COVID Safety Plan Certificate, the business must:

- maintain a distance of at least 1.5 metres between each staff member and client and every other staff member and client (i.e. maintain 1.5 metres between each service station in a shared treatment space. This distance is not required between the staff member and client when providing a service);
- maintain hygiene and frequent cleaning;
- carefully manage shared spaces to ensure physical distancing.

We all need to do our part to comply with these requirements and help mitigate the risks of COVID-19.

COVID Safety Plan

The purpose of the COVID Safety Plan is to help ensure that businesses actively mitigate the risks of COVID-19 in line with the best available health advice. In the plan, you will need to explain how your business will take steps to implement the requirements and advice set out in these guidelines.

Prior to re-opening, you are required to self-complete a COVID Safety Plan for your business and have it available for inspection upon request by an authorised officer. If your business has multiple premises you must prepare a COVID Safety Plan for each premises.

You must also display a COVID Safety Plan Certificate in a prominent location visible to people. The certificate is provided at the end of the COVID Safety Plan template.

If you completed a COVID Safety Plan in Phase 3, please review and update your safety plan as appropriate to take into account updates to the safety requirements for Phase 4.

If required, safety plans should be developed in partnership with your governing body, land/property manager and/or local government.

COVID Safety Plans are an important part of ensuring that re-opening businesses does not increase the risk of spreading COVID-19. Failure to complete a COVID Safety Plan may mean your business is putting the community at risk. Authorised officers under the *Emergency Management Act 2005* have the power to close premises and businesses that put the community at risk in this way.

About COVID-19

COVID-19 is spread from person-to-person through close contact and droplets including:

- direct contact with infected people;
- contact with droplets from an infected person's cough or sneeze; and
- touching contaminated objects or surfaces (like doorknobs or tables), and then touching your mouth or face.

The most effective measures to prevent the spread of coronavirus are good hygiene practices, additional sanitisation regimes and physical distancing.

As COVID-19 is spread person-to-person through coughing, sneezing, touching contaminated surfaces, and close contact with infected individuals, there is a need for businesses to remain vigilant with cleaning and sanitising regimes and taking extra care with maintaining and promoting hygiene practices throughout business operations.

The most effective measures are good hygiene practices, additional sanitisation regimes, physical distancing and keeping away from others if unwell.

We're all in this *together.*

1. Physical distancing

Physical distancing is one of the most effective methods of reducing the spread of viruses. The more space between you and others the harder it is for the virus to spread.

Physical distancing can be used in the workplace to minimise the risk of transmission. If a person in the workplace is found to be positive for COVID-19, the risk of transmission to others is minimised if physical distancing has been practiced.

Managing interaction between staff and clients

It is recognised that it is not always feasible in an intimate setting such as a beauty salon or tattoo studio to maintain physical distancing principles.

Beauty and personal care services businesses are required to maintain a distance of at least 1.5 metres between each staff member and client and every other staff member and client. That is, maintain 1.5 metres between each service station in a shared treatment space. This distance is not required between the staff member and client when providing a service. Physical distancing requirements between clients and staff members still apply in common areas and when a service is not being provided.

Based on the physical distancing requirements of 1.5 metres and the layout of your service stations, you may wish to calculate how many clients your premises can accommodate in a shared treatment space at any one time.

In addition, it is recommended that salons and studios consider each of the treatments or services they offer, and the potential risk that may be associated with these. When making a decision to offer or modify a treatment or service, businesses are encouraged to consider the nature of the service, layout of the treatment area, duration of the treatment, the health status of the client and the mitigations in place to reduce the risk of COVID-19 when delivering these services.

Physical distancing for clients

- The layout of the premises may need to be adjusted for example by reducing the amount of seating or rearranging furniture, to allow for and encourage physical distancing. This may mean using every second station in a premises such as nail salons, tattooing studios or brow bars.
- Implementing a one-way traffic flow, such as one dedicated entrance and another dedicated exit (where possible), to help minimise congestion.
- Queues should be avoided as much as practicable. Where people do queue, such as at the service counter, provide markings on the floor 1.5 metres apart to show people where they should stand. Markings should be clearly visible such as in bright colours or of a pattern that stands out.

- Businesses should consider using easily visible signage urging clients not to enter the premises if they are unwell and to avoid patrons crowding together in any one area of the business.
- Encourage clients to attend appointments alone, with partners or friends waiting outside.
- Consider Perspex barriers to separate the client from the staff member, as required.

Managing client bookings

- Consider requiring clients to make appointments (online if possible), to assist with taking attendance records and contact details of clients. Having these records will assist with contact tracing, should a positive case be found to have attended the premises.
- You may wish to ask some preliminary questions of clients before they arrive at the premises, including:
 - Have you returned from interstate or overseas travel in the last 14 days?
 - Have you had any close contact with a positive COVID-19 case?
 - Do you, or anyone in your household, have any flu-like symptoms?

Physical distancing for staff

Businesses should ensure that staff stay at home if they are unwell.

In addition to practising good hygiene and cleanliness, the following approaches will minimise the risk of transmission of communicable diseases, including diseases other than COVID-19, in the workplace and maximise continuity of business:

- consider reviewing shift arrangements to reduce interaction between staff – consider whether it is appropriate to create small staff teams and have the teams work separately from one another;
- physical distancing during break times – maintain physical distancing when using lunch or dining room facilities or communal areas;
- maintain the physical distancing protocol of 1.5m inside and outside the workplace where possible; and
- WA Department of Health recommends staff receive the annual flu and Hepatitis B vaccination.

The times at which staff are not working, such as meal breaks, toilet breaks, arrival at work and leaving work, are often when interaction between staff could lead to increased risk of transmission. Staff should be vigilant about maintaining physical distancing during work-related transition periods or activities as well as outside of work, including when socialising with each other.

2. Hygiene

Staff Hygiene

All staff should wash their hands for at least 20 seconds, with soap and warm water or use an alcohol-based hand gel before and after every treatment, as well as after eating and drinking or going to the bathroom.

Entrance to the business

It is recommended that alcohol-based hand sanitiser is provided for clients at the entrance to the business. Alternatively, a hands-free hand basin with liquid soap and paper towels can be supplied for client use.

Increased cleaning and sanitation regime

It is important to ensure appropriate cleaning of common contact surfaces, 'high touch' items and shared amenities, such as handles, taps, lunch rooms, EFTPOS keypads and toilets. It is recommended that frequent cleaning in all areas is maintained. This is especially important in high traffic areas and any areas accessed by the public. If you think a surface may be contaminated, clean it with a common household disinfectant to kill the virus.

Cleaning products should be chosen that are approved for the surface to be cleaned. In general, combined detergent/disinfectant solutions or wipes are acceptable for hard surfaces. Some products such as bleach can damage fabrics, stainless steel and other surfaces. Businesses will have to continue to comply with any requirements regarding use of chemicals, including the use of Safety Data Sheets for chemicals utilised in the work place.

For most general cleaning tasks, a neutral detergent with pH between 6 and 8 should be used. The use of combined detergent / disinfectant wipes is acceptable, or solutions can be prepared fresh each day.

If using a bleach solution look for products which give you a 1000ppm (0.1%) bleach solution either neat or when diluted with water. Always follow the manufacturer's instructions if any detergent or disinfectant products require mixing with water or dissolving prior to use. Remember to never mix different cleaning products as in some instances toxic gases can be generated.

Refer to the [Environmental cleaning in the workplace factsheet](#) for further advice.

Payments

Promote cashless payments.

After handling money, consider washing hands with soap and water, or an alcohol-based hand sanitiser.

Personal Protective Equipment

Good hygiene practices such as handwashing, cleaning and sanitisation of surfaces, equipment and tools are effective measures for reducing the transmission of disease during many treatments.

However Personal Protective Equipment (PPE) should be available for staff to use to supplement hygiene practices for certain treatments, where appropriate, including:

- Gowns/aprons;
- Masks/face shields;
- Safety glasses;
- Disposable gloves.

PPE needs to be applied and removed in the correct way. Training should be provided on the appropriate ways to apply and remove PPE to reduce the risk of cross-contamination. PPE should be changed or cleaned between clients.

Specific industry considerations

Beauty therapy

- Makeup stands should be restricted to staff use and supervision only.
- Pencil sharpeners are a cross contamination point and should be thoroughly cleaned and disinfected after each use.
- Instruments and equipment should be thoroughly sterilised between use.
- Do not provide “testers”.
- For intimate and prolonged face to face treatments (e.g. eyelash treatments), the client and the practitioner may wish to wear masks.

Nail Services

- Clients who are having acrylic or powder-based nail treatments, and the practitioner, may wish to wear a dust mask.
- Wash hands before and after performing massages.
- All porous instruments not made of stainless steel, such as nail files and cuticle sticks, are single use only items.

Tattooing and cosmetic tattooing

- Eye protection, single use face masks and disposable aprons are to be provided for each treatment.
- Limit each appointment to one procedure or consider completing a tattoo in stages. This is due to the extended duration of the tattooing appointment which increases exposure time, and therefore a higher risk of COVID-19 transmission.

Float Tanks/Pods and Spa pools

Float tanks/pods and spas which are aquatic facilities (as defined by the *Health (Aquatic Facilities) Regulations 2007*) are required to:

We're all in this *together.*

- Seek approval from the environmental health service of the local government in which the facility is located prior to reopening (including obtaining satisfactory microbiological water samples);
- Ensure sanitary facilities (including showers, toilets and hand basins) are available for patrons.

Preventing Legionella

If a property is unoccupied for even a couple of weeks, this provides a good opportunity for Legionella bacteria to multiply in the building's plumbing systems – sometimes to dangerous levels. Legionella species bacteria can cause a serious pneumonia like illness, called Legionnaires' disease.

Information to assist building owners and operators to reopen or manage/maintain buildings, parts of buildings and or building clusters that have been fully or partially closed for more than 30 days can be found in the Department of Health's [COVID-19 Building recommissioning – water supply and water related services factsheet](#).

Other general considerations

Check the use-by dates on all food, drink and products used in the salon, to ensure it has not passed while the premises were closed.

If serving refreshments, use disposable cups or wash glasses and crockery in a dishwasher using hot water. Remove communal amenities to reduce the potential for contamination.

3. Training and education

Businesses and organisations should regularly communicate restrictions, policies and procedures. Consider hard copy notices around the premises, electronic communication or a briefing.

The location of additional resources is listed at the end of these guidelines. These provide information that can be shared with staff and volunteers, and could displayed in your premises.

The Australian Infection Control training can be promoted where appropriate.

<https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training>

4. Compliance with existing legislation and regulations

In addition to the legal obligations arising from the *Emergency Management Act 2005* and the Directions made under that Act, businesses will continue to have obligations under existing legislation and regulations, including occupational and health legislation.

By way of example, each premises must continue to comply with:

- [Health \(Skin Penetration Procedures\) Regulations 1998](#)
- [Code of Practice for Skin Penetration Procedures](#)
- [Radiation Safety Act 1975](#)

- [Code of Practice for the design, construction, operation, management and maintenance of aquatic facilities.](#)
- [Occupational health and safety laws.](#)

This document does not address any requirements already required by these laws. Please consult the [WA Health website](#) for more details.

5. Response planning

Public health officials are responsible for responding in the event that a person with possible COVID-19 infection enters your premises, and will do so once notified. Please consider the following measures that can be undertaken to minimise further risk and assist public health officials to respond.

Maintain attendance records

Accurate and relevant records of people attending your premises will assist Public Health officials with contact tracing in the event of a positive COVID-19 case in your premises. If you decide to maintain attendance records, consider the following:

- Records could be physical (i.e. secure sign-in book managed by staff) or electronic, and to be relevant would need to include a name and contact information for each patron (e.g. phone number or email)
- It is not suggested that you record details of people who visit the premises for a short period time and have minimal face-to-face interaction. For example, someone returning a book to a library, or someone ordering take-away.
- Consider keeping a record of other visitors to the facility such as delivery drivers and maintenance contractors.
- In order to be relevant, consider how you would produce a list in a timely manner of all patrons, staff, and other contacts for a given time period.
- If records are taken, then they must not be used for purposes other than contact tracing (i.e. contact information is not to be used for marketing purposes)

If you decide to maintain attendance records, then you must implement a process consistent with any privacy obligations you have for obtaining and safely maintaining records.

Responding to a COVID-19 incident

If you are aware that someone with a case of COVID-19 has been in your workplace, ring the COVID-19 Public Hotline on 13COVID (13 26843) and follow the advice of public health officials. If there is concern that a person is not adhering to quarantine requirements, contact 13 COVID.

If someone is confirmed as having COVID-19 or is getting tested for COVID-19, they should already be at home. However, there may be circumstances where a person in your workplace

We're all in this *together.*

is displaying COVID-like symptoms, such as a fever, cough, sore throat, shortness of breath and/or loss of smell/taste, or shares information (e.g. they have been in close contact with someone that has the virus) that causes you to have reasonable concerns about their health and the health of others in your workplace.

The person could be staff, a client, customer or other visitor to your premises. Where this occurs:

1. Inform your manager immediately, who should call public health and follow their advice.

If the person has serious symptoms such as difficulty breathing, call 000 for urgent medical help.

Otherwise, the manager is to call the state public health unit by contacting the COVID-19 Public Hotline on 13 COVID and follow their advice. People who are unwell may be asked to seek the advice of a healthcare practitioner and, if appropriate, attend a COVID-19 clinic.

2. Keep others away from the person

Take steps to prevent the person from potentially spreading the virus by keeping others away from the person. The measures must be reasonable.

3. Transport

If transportation is required, follow the advice of public health staff. When transportation is required for known or suspected cases of COVID-19, private vehicles are the preferred method of transportation. Further information related to the management and cleaning of vehicles used for transportation can be found in the Department of Health's [Infection Control information for public & private transport guideline](#)

4. Clean and disinfect

Follow all public health advice about closing off affected areas and prevent access until they have been cleaned and disinfected. Information on cleaning for non-healthcare settings during the coronavirus (COVID-19) pandemic can be found in the Department of Health's [COVID-19 environmental cleaning in non-healthcare settings factsheet](#).

5. Assisting public health to identify close contacts

Public health may ask for your attendance records. The manager is to provide these records to public health upon request. In the event a positive case is identified, public health officers will conduct interviews with the confirmed case to determine their contacts.

Review risk assessment

If there is concern about the risk of staff being exposed to the virus at work, a risk assessment should be carried out with reference to the latest information available. Employers should develop prevention and control strategies appropriate to the workplace, in consultation with their staff, and ensure that all staff are aware of and follow these strategies.

Regularly review your COVID-19 risk management controls, in consultation with your staff and their representatives, and assess and decide whether any changes or additional control measures are required. Consider having regular discussions about safety and health issues, for example during staff meetings, or by setting up a safety committee.

Key Contacts

- 13COVID: For information about coronavirus measures and restrictions, and what they mean for you.
- COVID-19 Public Hotline: 1800 020 080: If you suspect you, a staff member, client or customer may have COVID-19 coronavirus symptoms or may have had close contact with a person who has COVID-19 coronavirus.
- Dedicated Police Number: 131 444

Further information

- Coronavirus - public information: www.healthywa.wa.gov.au/Articles/A_E/Coronavirus
- COVID-19 industry information: www.health.wa.gov.au
- Resources on physical distancing:
<https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance>
<https://www.health.gov.au/resources/videos/coronavirus-video-social-distancing>
- Occupational safety and health information is available on the WorkSafe website at www.dmirs.wa.gov.au and also from [Safe Work Australia](http://www.safe-work.com.au)

Additional resources

[How to Handwash poster](#) – World Health Organization

[How to Handrub poster](#) – World Health Organization

[Keeping Your Distance poster](#) – Australian Government

[Change of Business Hours poster](#) – Australian Government

[COVID-19 information for business, industry and local government](#) – WA Department of Health

APPENDIX A – Checklist: Items to consider prior to reopening a business or venue

1. Physical distancing

- Physical distancing
 - Is furniture arranged to maintain 1.5 metre physical distance between each person?
 - Are there physical distancing markers on the floor in areas where clients queue?
 - Consider how you will manage staff in enclosed areas, are there any issues regarding staff numbers in staff areas?
 - Have you identified all situations, tasks and processes where staff and others interact closely with each other and made any modifications if required?
 - Have you put in place measures to communicate and remind staff of the need to practise physical distancing?
 - Have you reviewed shift arrangements to reduce interaction between staff?
 - Have you reminded staff to ensure physical distancing is maintained during break times?

2. Hygiene

- Good hygiene
 - Are adequate hand washing and hand sanitising stations provided? Check hand washing facilities are in good working order and adequately stocked (soap, hot water, paper towel, hand sanitiser).
 - Has signage about hand hygiene been provided?
 - Are processes in place to regularly monitor and review hygiene stations/measures?
- Cleaning and sanitisation
 - Have you considered the frequency of cleaning for public areas?
 - Are procedures in place for thorough and regular cleaning of common surfaces, 'high touch' items and shared amenities e.g. handles, tables, chairs and toilets?
 - Have communal items been removed where possible e.g. self-serve stations (cutlery, water, condiments)?
 - Does your business have appropriate cleaning products and equipment to perform cleaning and disinfection e.g. detergent, disinfectant, food grade sanitiser, PPE where appropriate?
 - Are all food contact surfaces effectively cleaned and sanitised?
 - Have you instructed staff to clean personal property e.g. phones and keys?
- Personal Protective Equipment (PPE)
 - Where you have identified the need for PPE, do you have adequate stock?
 - Have staff been adequately trained in how and when to wear PPE?

3. Training and education

- Have you provided information to staff on your COVID safety procedures and what is expected of them?
- Where appropriate, have staff completed training?
- Have you provided clients with information on your COVID safety procedures, including not attending the premises if unwell?

4. Compliance with existing legislation and regulations

- Is your business continuing to meet obligations under existing legislation?
- Have you contacted your local government authority, the Department of Health, or WorkSafe if you are unsure of public health or occupational health and safety requirements?

5. Response planning

- Monitor symptoms
 - Have you put up signs about the symptoms of COVID-19 in the workplace?
 - Have you advised staff to stay home if they are unwell?
 - Have you advised staff to disclose if they have been in close contact with a person who has or is being tested for COVID-19?
- Contact tracing
 - Are you maintaining booking records of clients for the purposes of contact tracing?
 - Are you maintaining a record of staff working on the premises?
- Incident response
 - Does your business have written instructions for staff about how to respond to a COVID-19 related incident?