

# **COVID-19: Compliance and Support for Hairdressing and Barbering**

## **Question and Answer Session**

### **How do I create a QR code poster?**

To create a QR code for display in your premises, click [here](#)

### **Where can I get access to posters for hand washing?**

There is a wealth of Coronavirus resources available online which can be displayed. We have linked some useful sites below: [City of Wolverhampton Council](#), [Public Health England](#) and [Centers for Disease Control and Prevention](#).

### **Who do I need to get in touch with to get my COVID compliant certificate?**

You can request an inspection by clicking [here](#). Alternatively, you can email us at [covidbusinesssupport@wolverhampton.gov.uk](mailto:covidbusinesssupport@wolverhampton.gov.uk) to request your visit

### **Do we have to wear the visor AND the type II mask together?**

You are still required to wear either a clear visor or a set of goggles AND the single use type II medical grade mask.

### **Which British Standard products should I use to kill the virus?**

You should continue to use your normal cleaning chemicals that you use as part of your everyday business for environmental cleaning. There is a British standard Product, BS EN14476 that you can use. The guidance stipulates that you should carry on with your normal everyday disinfectant and sanitizer.

### **How often do I need to change my mask?**

Type II facemasks should be changed between clients and after a break.

### **Do I need to document Health questions asked?**

You don't necessarily need to document these, but it might assist you with your insurance if there is an investigation. We highly recommend that you contact your insurance provider. If you do document those health questions relating to COVID 19, we would recommend that you do this electronically rather than through a paper-based system. This will assist you with GDPR requirements.

### **Do I need a privacy policy for holding the data?**

Useful information regarding data protection can be found [here](#).

### **Do I still need to do contact tracing for people who are 1m away with risk mitigation?**

Yes. As you are a non-medical setting, the requirement to self-isolate for close contacts, even with risk mitigation remains.

### **If I test negative for Covid after a close contact notification, can I return to work straight away?**

No, you must self-isolate for 10 days.

### **Is there a requirement to use disposable towels opposed to washable towels?**

We recommend washable towels between each client on a 60-degree wash.

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### **Does the Saturday girl have to wear a mask if all she does is wash client's hair from the back of the person, so not face to face?**

Yes. The Saturday girl is still required to comply with the close contact PPE and face covering requirements as she is carrying out tasks that are deemed as close contact services. If your Saturday girl works behind the reception only, and her role is inclusive of admin work, then she is only required to wear a face covering whilst within the premises.

### **I'm a barber but suffer with asthma, I can't breathe properly wearing a mask, can i just wear a visor?**

Guidance on Asthma.org.uk states that if you need advice about wearing a face covering at work, you will need to have a conversation with your employer. You might need to do this if you're exempt from wearing a face covering for health reasons, but your employer says you have to wear one. You can use HSE guidance on face coverings at work, as well as the latest government guidance on exemptions, to help you do this.

### **Is there an alternative to type 2? Why can't I wear a normal mask?**

The close contact guidance stipulates specifically that a type II medic grade mask is required. The reason for this is that a type II mask is made up of 3 ply construction that prevents large particles from reaching your clients.

### **Should the customer be wearing masks all through their appointment?**

Yes, the requirement legally is that the individual should always be wearing a face covering at all times unless they are having the treatment to the front of the face (i.e. beard trimming).

### **If I'm wearing the PPE - masks and visor and I'm contacted by Test and Trace, do I still have to self-isolate or can I continue work?**

Yes, you will need to self-isolate if you are contacted by test and trace. Whilst the PPE will reduce your chances of contracting/spreading the virus, you are not wearing 'full PPE' as they would be wearing in a hospital or care home.

### **Do staff have to social distance if working in bubbles?**

The guidance advises that you keep a safe physical distance at all times from others. Where this is not possible, risk mitigation steps are required.

### **Can staff share shampoo bottles, hairsprays and equipment?**

We highly recommend that staff have their own individual equipment and supplies.

### **What should I do if a customer refuses to wear a face covering?**

A good business model would be that unless they have a reasonable excuse to not be wearing a face covering, such as medical exemption, then you should refuse to offer treatments to that individual. This would be to protect both staff and customers. We would advise making it clear upon booking that a face mask must be worn throughout the entire treatment.

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### **There's only me and my business partner who work at the salon. My partner tested positive; do I have to close?**

Yes, as you have no other staff members who can safely operate the business for you. Please contact our COVID Business Support Team to request advice for re-opening.

### **Can we provide clients with food and drink?**

Yes, however we recommend that you request that your clients bring their own supplies and keep this to a minimum.

### **We normally get lots of tips this time of year - cash, is this still allowed?**

Yes, however the safer alternative due to contact is to utilise contact transactions. Remember to wash your hands frequently after handling cash.

### **Its colder now so I don't want to keep my windows and doors closed my clients will complain, can we close these now as its cold?**

We strongly advise you to ventilate the premises at all times. You may wish to install fans within the windows or consider air conditioning units. Windows and doors should remain open to assist, particularly during busier periods.

### **How should we handle client's coats and scarves, it was easier when it was warm as clients didn't have these, but now they'll have coats etc, are we okay to hang them up as we did before Covid? is it okay if these touch?**

We strongly advise that you request your client to pop their belongings such as a coat or scarf into their bag, or to place onto the back of the treatment chair. Single use coat covers can be applied if hanging to a coat rail with others.

### **Our receptionist is behind a screen, and just takes bookings, payment etc, does she have to wear full PPE?**

As the role of the receptionist does not involve close contact services, if he/she is working behind a screen at all times, then they are not required to wear a face covering. This is an additional measure. If they leave the station, then they are required to comply with the face covering requirement within this business setting.

### **Do mobile hairdressers need to ask clients to wear masks if it's only us in their home?**

Yes. It is reasonable for you to request this during treatment to protect you as the practitioner. A face covering is worn to assist with preventing you as the individual wearing it, from spreading the virus to others.

### **Are wipeable aprons ok if they are cleaned in between customers?**

Yes. Wipeable aprons need to be disinfected and sanitized between uses, much like the clear visors. With cloth aprons, we recommend that you have one for each client and then take these home. They should be put on a hot wash of at least 60 degrees.

### **In a barber shop are we allowed to carry out beard services?**

Yes - The guidance permits this.

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### **Will all mobile hairdressers be allowed to work in all tiers?**

Yes - The announcement has confirmed that all mobile technicians are permitted to operate in all tiers within England, so long as they have completed a COVID 19 Risk assessment and implemented adequate control measures.

### **Are we allowed to put Christmas decorations up?**

Yes, you can still put up Christmas decorations.

### **Should we plan to keep the screens in place for the whole of next year?**

Yes, we would recommend this until told otherwise.

### **What's going to be done to hairdressers/barbers who have continuously worked through both lockdowns?**

In Wolverhampton, we have been proactive in terms of engaging with our businesses that offer hairdressing/barbering. We have taken enforcement action against businesses that are not complying with the close contact guide and the legal requirements. We have a high footfall of COVID Support Advice Officers who are patrolling the city to flag businesses that are not compliant. Any complaints about businesses will be investigated and the council will not hesitate to take enforcement action against any establishment which is flouting the rules.

### **What is different now to when we went back from lockdown last time? Has the virus changed?**

Lots of things are different from the first lockdown. The rates are higher than they were over the summer, but we also have a lot more testing in place than we did back then. This time around, the virus seems to have affected more working age adults than the first time.

Instead of a national lockdown, national Government is trying to keep as much going as possible, whilst also keeping people safe. This has led to the introduction to the 'tiered' system which considers the different situations in different areas.

There are different strains of the virus around the world, but they are not massively different from each other. The virus remains very effective at being able to infect human beings.