



# Minimum Standard Guidelines for the Management of Coronavirus (COVID-19)

## Hairdressers and Personal Care Industries

Version 1.0  
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Under the Restricted Activity Direction (No 4) issued by the Deputy Chief Health Officer in relation to the Covid-19 pandemic, the following types of businesses are not currently permitted to operate:

Beauty and personal care facilities including:

- a. Beauty therapy, tanning, waxing or nail salons
- b. Spas and massage parlours providing relaxation massages as distinct from therapeutic or remedial massage
- c. Tattoo or piercing parlours

Businesses such as hairdressers, remedial massage therapists and myotherapists are still permitted to operate.

Because of the close contact with clients that these businesses fundamentally require, operators should ensure that they are taking strict precautions with regard to health, hygiene and cleaning procedures.

Consider whether you really need to provide the service at this time for your own safety and the client's, particularly if your client is elderly or has pre-existing medical conditions.

### **Social Distancing and Density Requirements**

- Businesses are required to comply with the density requirements (1 person per 4sqm), and should arrange their workflow so that customers and other staff members can maintain the 1.5m social distancing requirement as much as possible.
- Think about how you can modify your service to reduce the risk. Can you cut down the length and frequency of the service?
- Keep doors and windows open where possible.
- While clients are waiting ensure separation of at least 1.5 metres.
- Leave a generous space between work stations - this may mean removing or relocating chairs, directing clients directly to work stations rather than waiting areas where possible.
- Encourage customers, where possible, to not bring children or other family members to their appointments.
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### **Personal Hygiene**

- Staff should also be very aware of personal and respiratory hygiene.
- Keep a clean work station - disinfect your work station regularly including chairs, wash basins, benches etc., and wash your hands in between every client. after each client.
- Before and after each client, wash hands for at least 20 seconds with soap and warm water, and/or use a hand sanitiser containing at least 70% alcohol.
- Avoid touching your eyes, nose or mouth – if you do so accidentally, wash your hands.
- Don't share food, coffee cups, spoons, forks, or water bottles with any friends or colleagues at work. Consider taking your breaks outside rather than in a lunch room where you with other staff.

## Masks

- The current advice is that for people that can practice good physical distancing and hygiene in their workplace, masks are not required.
- Where you cannot achieve social distancing by nature of the work that you must undertake, you can wear a surgical mask and eye goggles (if not available, use wide-rimmed glasses).
- Use a new mask for each client. Clean your goggles/glasses each time if they are reusable.
- Clean and disinfect any equipment you may have used.
- Dispose of tissues and masks in a sealed plastic bag and put in the general waste.

## Gloves

- Gloves should only be used if part of the businesses normal procedures. Similarly to masks, the focus should instead be on good physical distancing and hygiene. Gloves can cause more of an issue as they are often not changed regularly enough and can become a source of contamination.
- Disposable gloves may be used for one task only, to prevent the transfer of pathogenic microorganisms or other contaminants. For example, gloves should be changed between handling money and activities such as cleaning
- Once a glove is removed from a hand, it cannot be reused. Hands should be thoroughly washed between glove changes to prevent transferring contamination from the used gloves to the fresh ones.

## Staff Illness

- ***Do not work if you are unwell. Send any sick staff home immediately.***
- Inform your staff of the responsibility to notify you of them becoming a confirmed case of COVID-19, close contact with a confirmed COVID-19 case, recent overseas travel or other respiratory related illness.
- Staff should also inform you of any other illness that may impact them in their role, for example influenza and gastrointestinal related illness.
- In this instance staff must ***immediately stop working*** and seek medical attention if necessary.

## Customers

- If a client comes in and is visibly unwell, you have the right to refuse service. This applies in any circumstances, not just in relation to Covid-19.
- You have the right to ask questions of your customers prior to contact – have they been a confirmed case of COVID-19, had close contact with a confirmed COVID-19 case, recent overseas travel or other respiratory related illness.
- Encourage your customers to wash and/or sanitise their hands (if practicable) upon entry into your premises, avoid unnecessary touching of surfaces, and maintain social distancing where possible.
- It is important that you maintain contact with your customers and the community via means such as social media and website updates. This is an opportunity for you to advise the community of any policy and procedure changes, in particular ones that will impact your customers.

- We have seen social media being used to update customers on changes in procedures such as moving to cashless payments only, and asking the community to do the right thing by maintaining physical distancing and whenever possible sending 1 family member to the premises at a time.
- The use of these platforms can be beneficial in demonstrating to the community that you are taking the COVID-19 issues seriously. Providing regular updates to your customers, particularly as things change, will help them stay informed and know what to do when they visit your premises.

## **Cleaning**

You must keep your place of business clean and sanitised by taking the following measures:

- Clean and disinfect surfaces touched by the client immediately after the service has been provided.
- If you think a surface may be contaminated, clean then disinfect it with a common household disinfectant to kill the virus and protect yourself and others.
- Clean frequently touched and shared surfaces more frequently. This could include door handles (front door, toilets/bathrooms), counters, telephones and EFTPOS keypads etc.
- Increase cleaning regimes for all other areas within the business.
- Cleaning of equipment and tools should be as per Infection Prevention and Control Guidelines for Hair, Beauty, Tattooing and Skin Penetration Industries.  
<https://www2.health.vic.gov.au/public-health/infectious-diseases/personal-care-body-art-industries>
- Keep a clean work station. Disinfect tools as often as you can, and clean down all surfaces including chairs, wash basins, benches etc. with antibacterial spray or wipes after each client.

## **Cleaning Products**

- Use a disinfectant for which the manufacturer claims antiviral activity (meaning it can kill viruses). Chlorine-based (bleach) disinfectants are one product that is commonly used. Other options include common household disinfectants or alcohol solutions with at least 70% alcohol (for example, methylated spirits).
- Follow the manufacturer's instructions for appropriate dilution and use.

## **Chlorine dilutions calculator**

- Household bleach comes in a variety of strengths. The concentration of active ingredient — hypochlorous acid — can be found on the product label.
- Contact time is usually 10–30 seconds but check the manufacturer's instructions.
- Throw diluted bleach away after 24 hours.

Table 1. Dilutions using household liquid bleach (with 4% available chlorine as written on the label).

<i>Household bleach 4% available chlorine</i>	<i>Add the following amounts of bleach to the water to give the required concentration</i>
<i>Volume of water to which chlorine is added</i>	<i>1000ppm</i>
1 litre	26.3ml
5 litres	125ml
10 litres	250ml

Table 2. Dilutions using household liquid bleach (with 12.5% available chlorine as written on the label).

<i>Commercial grade bleach 12.5% available chlorine</i>	<i>Add the following amounts of bleach to the water to give the required concentration</i>
<i>Volume of water to which chlorine is added</i>	<i>1000ppm</i>
1 litre	8.4ml
5 litres	42ml
10 litres	84ml

- For other concentrations of chlorine-based sanitisers not listed in the table above, a dilutions calculator can be found on the [department's website](http://www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator) <www2.health.vic.gov.au/public-health/infectious-diseases/infection-control-guidelines/chlorine-dilutions-calculator> .
- Please also refer to the Victorian Department of Health and Human Services, [Cleaning and disinfecting to reduce COVID-19 transmission](#).

### For more Information

- [Southern Grampians Shire at www.sthgrampians.vic.gov.au/coronavirus](http://www.sthgrampians.vic.gov.au/coronavirus)
- Southern Grampians Shire Covid-19 Business Support and Tourism Hub <https://www.visitgreaterhamilton.com.au/business-support/>
- Stay informed directly with DHHS via [www.dhhs.vic.gov.au/coronavirus](http://www.dhhs.vic.gov.au/coronavirus) or the 24 hour hotline 1800 675 398.
- [Cleaning and disinfecting to reduce COVID-19 transmission, available at www.dhhs.vic.gov.au](#)
- [Vic Health www.vichealth.vic.gov.au](http://www.vichealth.vic.gov.au)
- [World Health Organisation at www.who.int/health-topics/coronavirus](http://www.who.int/health-topics/coronavirus)
- [Premier of Victoria at www.premier.vic.gov.au](http://www.premier.vic.gov.au)
- [Business Victoria at www.business.vic.gov.au](http://www.business.vic.gov.au)
- **Or contact your relevant Industry Association.**

You can contact the Southern Grampians Shire Environmental Health Team on 5573 0245.