



INDIAN
PROFESSIONAL
BEAUTY &
WELLNESS HYGIENE
ALLIANCE
(IPBWA.ORG)

Safety. Security. Wellbeing

Public Service Document

We would like to say Thank you to all Beauty Industry Legends & Stalwarts for their Technical guidance and sand support to align these Hygiene and Safety Guidelines.



Background.....


- In 2020, the COVID19 pandemic outbreak has disrupted economies and livelihoods around the world.
 - The Indian Professional Beauty and Wellness Industry (PBI) covering hair and nail salons, spas, fitness centres employing more than 20 lakh people, has suffered greatly from the ensuing lockdown, affecting livelihoods of millions of service providers.
 - The Indian Beauty & Wellness Hygiene Organization (IBHO) is a industry body formed to mitigate the COVID19 impact on PBI and to drive initiatives leading to the PBI business continuity and the safety and security of its stakeholders.
-

Ongoing Health Risks in PBI

As more and more consumers frequent hair and nail salons, spas and skin clinics each year, the risk of disease transmission is increasing as well.

There is increased awareness amongst people about the risks of contracting and/or spreading COVID-19. in various ways.

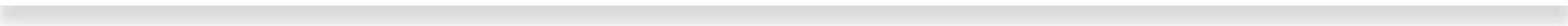
It is important for the service industry to improve on the overall standards for hygiene, cleanliness and sanitation to prevent other infections or reactions such as;

- HIV
 - Hepatitis B & C
 - Warts
 - Bacterial infections (Staphylococcus, Streptococcus, Pseudomonas)
 - Fungal infections such as athlete's foot, nail fungus and yeast
 - Reaction to cosmetic products like; hand eczema, eyelid dermatitis, chemical burns, loss of hair or nails
 - Toxicity from acrylic and lacquer fumes
 - Inappropriate use of chemical peeling solutions
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- A large yellow triangle is positioned in the bottom right corner of the slide, pointing towards the top right.

Vision



Enable a infection free workplace to ensure **safety, security** and **wellbeing** of service providers and consumers.



Key Objectives

- Minimize spread of disease from infectious agents*
- Boost consumer safety and confidence
- Secure wellbeing and livelihoods of service providers

* Infectious agents include bacterial and viral agents including Coronavirus, which can be spread through cough and saliva droplets, oral-fecal routes and contact routes.

STYLE COUNCIL

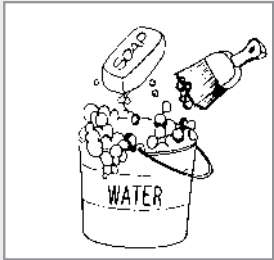
GUIDELINES FOR HYGIENE & SANITISATION IN SALONS



As we prepare to re-open our doors to our guests, we must prepare ourselves and our teams to adopt and implement the fundamental level of hygiene and safety guidelines required to keep our guests, our teams and our environment safe, ensuring a comfortable and trustworthy service experience to our customer.



3 WAYS TO DECONTAMINATE



SANITIZING – Kills SOME germs

- First level of decontamination
- Dusting, sweeping, wiping & washing with soap & water



DISINFECTING – Kills MOST germs

- Second level of decontamination
- Alcohol or bleach solution diluted with water
- Use either wiping and/or spraying method



STERILIZING– Kills ALL germs

- Highest level of decontamination for metal, non-electric tools & equipment.
- Sterilizing solution is mixed in water
- Tools completely immersing in a closed container.
- Sterilize tools by placing them in a UV cabinet /Autoclave after sanitizing them first

IMPORTANT : For disinfecting/sterilizing, please follow manufacturer's instructions at all times

SANITIZING

Dusting



DRY CLEANING

Sweeping / Vacuuming



FOR DRY CLEANING

Recommended to:

Wipe



Not Dust



Note : some dry cleaning will be followed by wet cleaning, Though all dry cleaning has to be followed by disinfecting

SANITIZING

Mopping

Water + Soap + Disinfectant + Mop / Brush



WET CLEANING

Washing



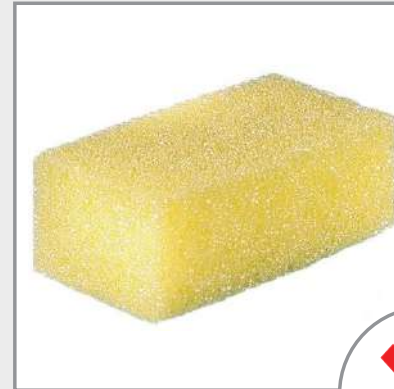
FOR WET CLEANING

Recommended to Use:

Plastic Bristle Brushes



Sponges are Porous - Say No to Sponges



DISINFECTANTS

2 Types of Disinfectants:

Alcohol Based



Bleach Based



3 Formats of Disinfectants:

Concentrate



Spray



Wipes



Nano Technology disinfectants



Surface Coating

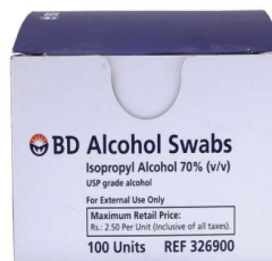


For Fabric



HVAC Coating

AVAILABLE DISINFECTANTS



STERILIZING

Types of Sterilizers/Autoclave

UV Sterilizing Unit



Autoclave



Sterilizing Solution



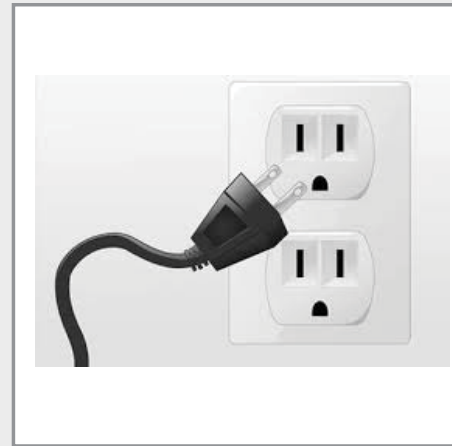
Sterilizing Wand



Note : When using UV Sterilizer, no two tools should overlap each other as it's the light that cleanses.
vNO LIGHT = NO CLEANSING.

WARNING

- All disinfectants and sterilizing solutions are **highly flammable**.
- Please do not light any candles, diyas, agarbattis in the salon.
- Be careful when **spraying near electrical points** & using on electrical appliances.
- Make sure electrical appliances have been unplugged and have cooled before spraying



PREPARING YOUR SALON FOR OPENING

Prior to opening allocate sufficient time to carry out thorough pest control, AC servicing, deep cleaning and disinfecting/sanitizing of your entire salon



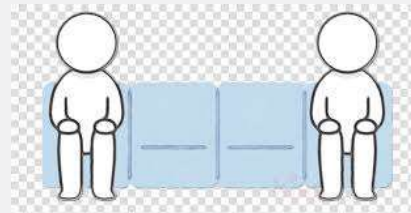
PREPARING YOUR SALON FOR OPENING

Ensure all tools & equipment have been sanitized /disinfected /sterilized and stored in a sanitized enclosed box.



PREPARING YOUR SALON FOR OPENING

- Re-arrange your salon to facilitate social distancing between waiting area, stations and backwashes



- Ensure the work premises is well ventilated by using air purifiers and exhaust fans to reduce dust, smoke, odors, allergens making the air feel fresher and cleaner.

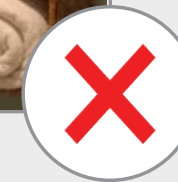


PREPARING YOUR SALON FOR OPENING

- Declutter your salon
- Remove all unrequired furniture and items to create a feeling of space



- Store freshly washed and disinfected reusable linen in a sanitized closed cabinet.
- Refrain from storing linen and other reusable items out in the open.



PREPARING YOUR SALON FOR OPENING

- Keep limited retail products of each range on display.



- Store the rest of your retail in closed cupboards and replenish on the retail shelf as needed.



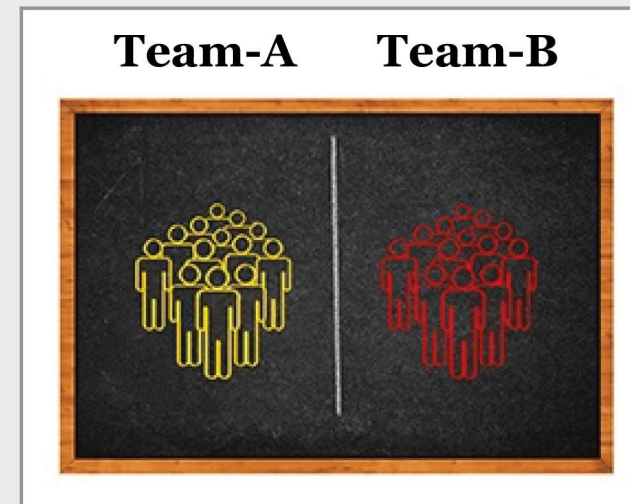
PREPARING YOUR SALON FOR OPENING

- No magazines, brochures, artifacts in the waiting area and around the salon.
- Avoid serving refreshments to clients.
- Ask clients at the time of booking to carry their own refreshments.
- If you need to serve water use disposable cups.



PREPARING YOUR SALON FOR OPENING

- Ensure the team and colleagues are trained and certified with the IPBWA new protocol of hygiene and sanitisation.
- Depending on Salon Capacity divide team into 2 groups
- Allocate dedicated days for each group to work alternate days – Social Distance Protocol
- Ensure everyone gets equal number of work days and no overlaps between the 2 teams.



Visit - <http://www.bwssc.in/>

PREPARING YOUR SALON FOR OPENING

Operational Tips:

- Recommended : Operate by appointments only.
- Ensures salon is prepped and sanitized before client walks in
- Book appointments as per the capacity of your team strength.
- Stagger the appointments mindfully to control number of clients in salon, while entering or checking out.
- Discourage walk-ins.
- In case you need to take in walk-ins, ensure that there is space in the salon to accommodate them after following health screening process & filling declaration form.



PREPARING YOUR SALON FOR OPENING

Make a check list/order list & place order for all essentials needed to follow and maintain the new hygiene & safety protocols

- Disposables gowns
- Disposable towels
- Disposable visors
- Disinfectants
- Sterilizing units
- Sterilizing solutions
- Infrared thermometer
- Oximeter
- Face masks, gloves, shoe covers
- Eye protection glasses
- Face shield
- Hand sanitizers
- Storage boxes with lids etc.
- Health declaration form



PREPARING YOUR SALON FOR OPENING

Use appropriate signage in the salon to spread safety awareness.



COMMUNICATE

- Once you know your date of opening, inform your clients of the same by using your brand's preferred mode of communication.
- Assist the client with booking an appointment as per their convenient date and time.
- Reassure your clients that you are taking all measures to ensure a safe & comfortable experience
- There will be some new protocols to be followed
- You will need their support & co-operation for their safety and your team's safety.
- Offer virtual consultation prior to their appointment
- Use video call or phone call
- This will help you to prepare for their appointment and assign the required time.



COMMUNICATE

- Ask client relevant questions as per the health declaration form To allow you to evaluate if the client is free of any COVID-19 symptoms.
- Reschedule appointment incase client is feeling unwell and ask them to kindly inform in advance incase of any cancellation.
- Inform the clients that the staff will go through a stringent health evaluation process daily when they report to work.



COMMUNICATE

CLIENT HEALTH DECLARATION FORM

Dear Client,

In View of the COVID-19 Pandemic, we would like to protect you our valued patron and also our team. To help us maintain a safe environment, we request you to fill this questionnaire detailing your recent travel & medical history.

Name: _____ Female Male

Contact No.: _____

- | | | | |
|--|------------------------------|-----------------------------|-----------------------------------|
| 1. Have you had a fever in the last 14 days? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Mild <input type="checkbox"/> |
| 2. Have you had a cough & cold in the last 14 days? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Mild <input type="checkbox"/> |
| 3. Have you suffered from body ache or breathlessness in the past 14 days? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Mild <input type="checkbox"/> |
| 4. Have you been in contact with anyone who has flu like symptoms? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Not Sure <input type="checkbox"/> |
| 5. Do you feel any loss of taste and/or smell? | Yes <input type="checkbox"/> | No <input type="checkbox"/> | Mild <input type="checkbox"/> |

Signature: _____ Date: _____

COMMUNICATE

CLIENT HEALTH DECLARATION FORM

I, Mr. / Ms. /Mrs. _____ Hereby ask for hair service during a epidemic of COVID-19 and Give my informed consent for the treatment.

I am aware of the existing epidemiologic risk and I have been informed about the existing risk of COVID-19 infection despite the precautions and safety measures undertaken by _____ to protect the clients against the infection.

I hereby agree to all the following underakings and state that they are true and correct:

I have not undertaken any domestic or international travel in the last 30 days.

I have not been in the close proximity of any person who has undertaken domestic or international travel in the last 30 days.

I have been undertaking all health precautions to prevent COVID-19.

I have been observing the lockdown and have not been frequenting public places.

If I begin to show symptoms of COVID-19, I undertake to inform _____ within 24 hours.

I hereby agree to not hold _____ or it's employees and associates responsible for any loss caused to me on account of the above.

Signature: _____ Date: _____

COMMUNICATE

- Request clients to not bring friends or family along, especially young children, to maintain social distance guidelines in salon.
- Recommended : Not to allow children below 12 years in the salon.
- Request all clients to come with minimum personal belongings i.e. wallet/small handbag/ mobile phone etc. No shopping bags.



COMMUNICATE

- [illegible]



PERSONAL CARE & HYGIENE

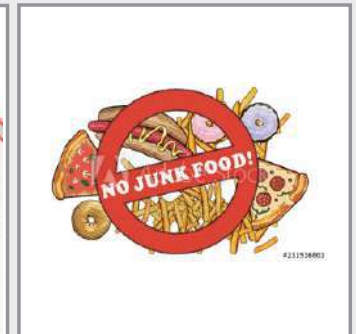
If You are Safe - Your Salon is Safe

It is important to take extra care of yourself to protect yourself, your family, your colleagues & your clients.



PERSONAL CARE & HYGIENE

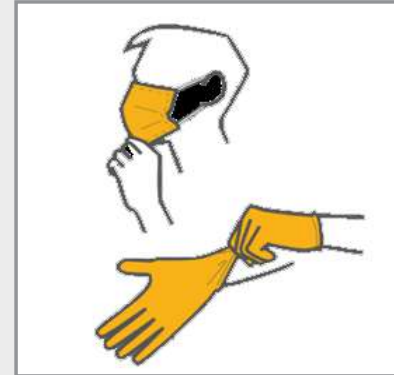
- Eat simple yet wholesome and healthy home cooked food.
- Carry your own food and water from home.
Avoid eating out.
- Keep yourself hydrated by drinking plenty of water.



PERSONAL CARE & HYGIENE

When travelling & in public places:

- Wear a face mask & gloves at all times.



- Wear eye protection glasses or a face visor



- Keep your hair neatly tied and covered



PERSONAL CARE & HYGIENE

General tips for the team:

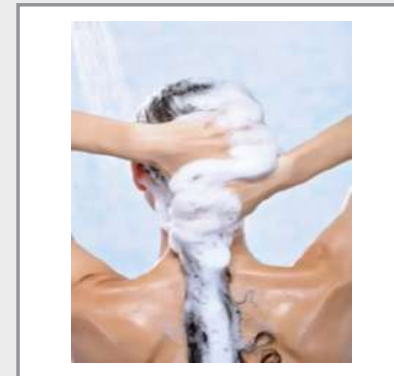
- Use a hand sanitizer frequently while outdoor.
- Remove outside footwear before entering your home & salon.
- Disinfect all personal belongings before entering your home and salon. Eg. handbag, tiffin bag, grocery bag etc.



PERSONAL CARE & HYGIENE

General tips for the team:

- Wash your hands frequently
- Follow the 20 second rule without leaving the water running. Especially after coming from outside.
- Recommended : To take a bath from head to toe when coming home from being outside.



PERSONAL CARE & HYGIENE

General tips for the team:

- Change your clothes immediately after returning from outside.
- Soak clothes worn outside in warm water with detergent for 30 mins and wash immediately.
- Air out soiled clothes in the sun.



WHEN REPORTING TO WORK

- Report to work having had a bath in the morning and wearing a fresh set of clothes.
- Arrive on time (at least 30 mins before the 1st client)
Give yourself sufficient time to prepare the salon for your first client



- Temperature check done by the assigned person.
- Normal Range - 97.0 to 99.0 F or 36.0 to 37.2 C



- Oximeter check for Oxygen Saturation Level
- Normal Range - 94% to 100%



WHEN REPORTING TO WORK

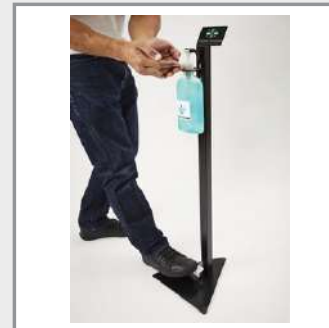
- Ensure you have a pair of shoes specifically for use in salon only.
- Recommended : Use closed shoes in the salon.



- Remove travel footwear and change into salon footwear before entering the salon.

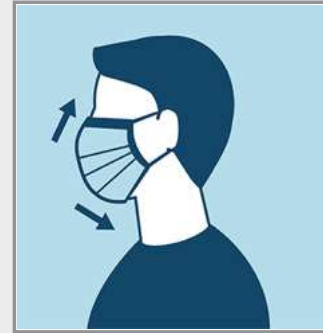


- Use hand sanitizer at the entrance to sanitize your hands.



WHEN REPORTING TO WORK

- Wear a Face Mask at all times.



- Wear eye protection glasses or a face visor at all times.



WHEN REPORTING TO WORK

- Disinfect all personal belongings before entering the salon. Eg. handbag, tiffin bag, grocery bag etc.
- Put your belongings in your personal locker or designated area, preferably a closed cabinet that is sanitized and disinfected.
- Do not litter the staff room with your personal belongings



WHEN REPORTING TO WORK

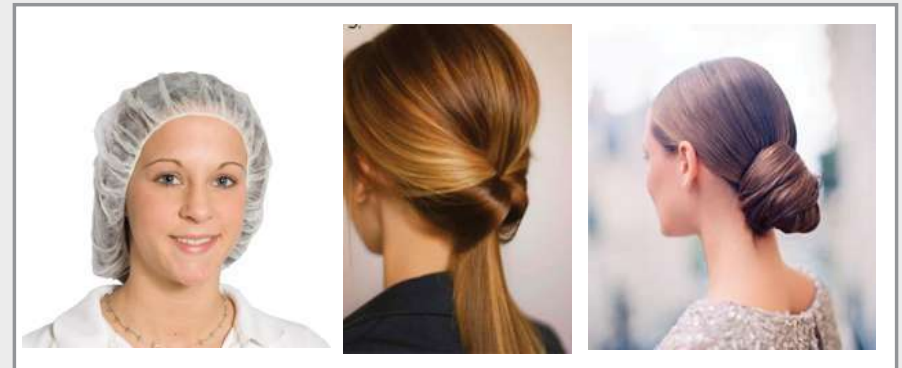
- Thoroughly wash your hands with soap for 20 seconds, without keeping the water running.



- Change into your uniform/salon clothes.
Keep away your personal clothes and shoes in your bag.



- Hair to be neatly tied and/or covered.



WHEN REPORTING TO WORK

- Wear appropriate gloves. Either disposable or housekeeping rubber gloves.
- Wear a fresh disposable apron for every client or a freshly washed re-useable one that is stored in a sanitized box/cupboard.
- Avoid wearing too much accessories /jewelry.



Disposable



Re-Useable



BREAK / STAFF ROOM GUIDELINES

- Team to take breaks on rotation to maintain physical distance.



- All team members are required to have their own personal crockery, cutlery and cups or use disposable plates and cups to avoid any contamination.



BREAK / STAFF ROOM GUIDELINES

- All team members must wash their own tiffin, cups, plates and cutlery and put them away in it's designated enclosed cabinet.
- Ensure to spray and wipe the table and chair after use with the disinfecting spray.
- It is NOT advisable to order outside food.
However, if needed, when receiving food deliveries ensure the packaging is sanitized outside before entering the salon.



SMOKING POLICY

- Allocate a designated smoking area for clients & staff , maintain social distance & follow strict hygiene protocols.
- No sharing of cigarettes.
- No taking smoke breaks in groups. Staff to take break in rotation.
- Ensure to change your footwear when stepping out of the salon.
- Wash hands thoroughly with soap for 20 sec and use a mouth freshener.



SAFETY FIRST

If you are feeling unwell or suffering from -



- Do not report to work and inform your salon manager / supervisor
- If you are already at work, inform your salon manager / supervisor
- Request your front desk to inform your clients and reschedule.
- Leave the salon immediately.
- Do not touch any surfaces.
- Report back to work only once you've got a clearance from the doctor.

PREPARING YOUR SALON FOR THE DAY AHEAD

Make sure every part of your salon is thoroughly sanitized, disinfected and sterilized at the start of the day and through the day, including the outside.

- **Entrance**
- **Reception**
- **Waiting Area**
- **Retail Shelves**
- **Salon Floor**
- **Backwash**
- **Treatment Room**
- **Staff / Laundry Room**
- **Washroom**

WHAT - HOW - WHEN

ENTRANCE / WAITING AREA/ RETAIL STAND

WHAT	HOW				WHEN
	SANITIZE	DISINFECT	STERILIZE	LAUNDER	
DOOR AND HANDLE	✓	✓			AFTER ANYONE ENTERS
BELL OR BUZZER	✓	✓			
WAITING AREA SEAT	✓	✓			AFTER EVERY CLIENT
FLOOR AT ENTRANCE	✓	✓			3 TIMES A DAY - START, MIDDLE & END OF DAY
BUCKET FOR UMBRELLAS	✓	✓			
ALL SURFACES AROUND	✓	✓			EVERY 2 HOURS AND AFTER A CLIENT OR STAFF MEMBER TOUCHES IT
RETAIL STAND SHELVES	✓	✓			
RETAIL PRODUCTS	✓	✓			
DOORMAT		✓		✓	END OF DAY
DUSTBINS	✓	✓			
PICTURE FRAMES	✓	✓			START OF DAY

WHAT - HOW - WHEN

RECEPTION

WHAT	HOW				WHEN
	SANITIZE	DISINFECT	STERILIZE	LAUNDER	
DESK & CHAIRS	✓	✓			AFTER EVERY USE
COMPUTER/LAPTOP	✓	✓			
PHONES	✓	✓			
STATIONERY	✓	✓			
CALCULATOR	✓	✓			
DRAWERS	✓	✓			
CREDIT CARD MACHINE	✓	✓			
MUSIC SYSTEM	✓	✓			
CABINETS	✓	✓			
FLOOR	✓	✓			3 TIMES A DAY - START, MIDDLE & END OF DAY
DUSTBIN	✓	✓			AT THE END OF THE DAY

WHAT - HOW - WHEN

SALON FLOOR

WHAT	HOW					WHEN
	DISPOSE	SANITIZE	DISINFECT	STERILIZE	LAUNDER	
GLOVES	✓					AFTER EVERY USE
DISPOSABLE STYLIST APRONS	✓					
DISPOSABLE CAPES	✓					
DISPOSABLE FACE SHIELD (CLIENTS)	✓					
DISPOSABLE HEAD COVERS	✓					
SHOE COVERS	✓					
SPATULA	✓					
RE-USEABLE CAPES		✓	✓		✓	
RE-USEABLE STYLIST APRONS		✓	✓		✓	
EYE PROTECTION GLASSES/SHIELDS		✓	✓			
SCISSORS		✓	✓	✓		
COMBS		✓	✓	✓		
BRUSHES		✓	✓	✓		
HAIRDRYERS/NOZZLES/DIFFUSERS/TONGS/IRONS		✓	✓	✓		
CLIPPERS/BUZZERS		✓	✓	✓		
WATERSPRAYS		✓	✓	✓		
CLIMAZONE/MICRO MIST/ HOODED STEAMER		✓	✓			

WHAT - HOW - WHEN

SALON FLOOR

WHAT	HOW					WHEN
	DISPOSE	SANITIZE	DISINFECT	STERILIZE	LAUNDER	
TABLES / WORKSTATIONS		✓	✓			AFTER EVERY USE
COLOUR BAR		✓	✓			
CUTTING CHAIRS		✓	✓			
CHAIR BASE/HYDRAULIC PUMP		✓	✓			
FOOT STOOL		✓	✓			
STYLIST CUTTING STOOL		✓	✓			
TROLLEYS		✓	✓			
MIRRORS/BACK MIRRORS		✓	✓			
STYLING PRODUCTS		✓	✓			
COLOUR TUBES		✓	✓			
DEVELOPERS		✓	✓			
WEIGING SCALES		✓	✓	✓		
COLOUR BOWLS		✓	✓	✓		
COLOUR BRUSHES		✓	✓	✓		
MIXING SPATULAS		✓	✓	✓		
FLOOR		✓	✓			AT THE END OF THE DAY
DUSTBINS		✓	✓			

WHAT - HOW - WHEN

BACKWASH & TREATMENT ROOM

WHAT	HOW					WHEN
	DISPOSE	SANITIZE	DISINFECT	STERILIZE	LAUNDER	
BACKWASH SEAT & FOOT REST		✓	✓			AFTER EVERY USE
BACKWASH SINK		✓	✓			
SHOWER & SHOWER HANDLE		✓	✓			
SHAMPOO & CONDITIONER BOTTLES		✓	✓			
MASQUE JARS/BOWLS		✓	✓			
SHAMPOO STAND/BACKWASH BAR		✓	✓			
STORAGE UNITS		✓	✓			
MICRO MIST/HOODED STEAMER		✓	✓			
SPATULAS	✓					
DISPOSABLE TOWELS/GOWNS	✓					
GLOVES	✓					3 TIMES A DAY - START, MIDDLE & END OF DAY
RE-USEABLES TOWELS/GOWNS		✓	✓		✓	
FLOOR		✓	✓			
DUSTBINS		✓	✓			AT THE END OF THE DAY

WHAT - HOW - WHEN

STAFF ROOM & LAUNDRY ROOM

WHAT	HOW					WHEN
	DISPOSE	SANTITIZE	DISINFECT	STERILIZE	LAUNDER	
DOOR AND DOOR KNOB		✓	✓			AFTER EVERY USE
STORAGE UNITS/ CABINETS/ LOCKERS		✓	✓			
STOOLS/BENCHES/CHAIRS		✓	✓			
BULLETIN BOARD		✓	✓			
REFRIGERATOR		✓	✓			
WASHING MACHINE		✓	✓			
LAUNDRY BINS		✓	✓			
DISHRACK		✓	✓			
WATER DISPENSER		✓	✓			
WASH SINK		✓	✓			
BUCKETS/MUGS		✓	✓			
DISPOSABLE PLATES/CUTLERY/CUPS	✓					
STERILIZING CONTAINERS		✓	✓			

WHAT - HOW - WHEN

STAFF ROOM & LAUNDRY ROOM

WHAT	HOW					WHEN
	DISPOSE	SANITIZE	DISINFECT	STERILIZE	LAUNDER	
TABLES AND COUNTER TOPS		✓	✓			AFTER EVERY USE
RE-USEABLE CROCKERY & CUTLERY		✓	✓			
PERSONAL FOOD CONTAINERS/ DABBAS		✓	✓			
WATER BOTTLES		✓	✓			
TEA/COFFEE MUGS		✓	✓			
KETTLE		✓	✓			
TEA/COFFEE/SUGAR JARS		✓	✓			
KITCHEN DRAWERS		✓	✓			
DISPOSABLE CUPS/GLASSES	✓					
DISPOSABLE PLATES/CUTLERY		✓	✓			3 times a day START, MIDDLE & END OF DAY
FLOOR		✓	✓			
DUSTING AND CLEANING CLOTHS		✓	✓		✓	
DUSTBINS		✓	✓			AT THE END OF THE DAY

WHAT - HOW - WHEN

WASHROOM

WHAT	HOW					WHEN
	DISPOSE	SANTITIZE	DISINFECT	STERILIZE	LAUNDER	
						AFTER EVERY USE
DOOR & DOOR KNOB		✓	✓			
TAPS & WATER OUTLETS		✓	✓			
MIRROR		✓	✓			
WASH BASIN		✓	✓			
TOILET SEAT & COVER		✓	✓			
TISSUE DISPENSER		✓	✓			
SOAP DISPENSER		✓	✓			
STORAGE SHELVES		✓	✓			
CABINETS		✓	✓			
PAPER NAPKINS	✓					
ONE USE TOILET SEAT COVER	✓					
FEMININE HYGIENE PRODUCTS	✓					
DUSTBIN						
FLOOR		✓	✓			3 times a day START, MIDDLE & END OF DAY

SAFETY GUIDELINES HAIR SERVICE PROTOCOLS

STYLIST TIPS FOR SERVICE

SOCIAL DISTANCING

- Stylists should use **alternate stations** to adhere to social distancing policy.
- Stylists should use **alternate backwash** to adhere to social distancing policy.



STYLIST TIPS FOR SERVICE

SOCIAL DISTANCING

- Keep workstations/worktops clutter free
Easy to sanitize & disinfect after every client.
- Store all working products in a designated area
preferably in an enclosed container/cabinet
Easy to sanitize/ disinfect after every use.



STYLIST TIPS FOR SERVICE

SOCIAL DISTANCING

- Assign 1 specific station to each stylist for the whole day.
- Use trolley only when necessary.
One designated trolley for each stylist, to prevent cross use



STYLIST TIPS FOR SERVICE

Self help is the best help

- Each stylist to be responsible for maintaining cleanliness & hygiene of
All areas of the salon + individual stations.
- Every stylist must be responsible for their personal equipment
- **Sanitize, disinfect and sterilize** all personal equipment **before & after every client.**
- Every stylist to have their own personal tool cleaning brush



STYLIST TIPS FOR SERVICE

Self help is the best help

- Common salon equipment such as tongs, straightening irons, clippers, etc. used by a team member is the responsibility of that member to sanitize, disinfect and sterilize before putting away in it's designated place.
- Hand sanitizer and tissue box should be there on every station.



STYLIST TIPS FOR SERVICE

Self help is the best help

- You are your best Assistant
- Encourage the stylists to work start to finish independently on one client.
- It is highly recommended for 2 stylists to NOT attend to 1 client simultaneously
*** Defeats the social distancing policy.



STYLIST PREPARATION FOR SERVICE

IMPORTANT NOTE:

All Staff & Clients To Wear Required PPE Gear
In Accordance With State Government Guidelines.



STYLIST PREPARATION FOR SERVICE

IMPORTANT NOTE:

SMILE - You are on stage!

In spite of having a mask – Clients can feel your smile!

So let your eyes and voice do the smiling! "



WELCOMING YOUR CLIENT

- Assign a team member to welcome the client

- **NO TOUCH GREETING**

Welcome the client with a

‘Hello, how may I help you’ followed by ‘Namaste’



- **PERFORM IMPORTANT CHECKS**

Body Temperature

Normal Range - 97.0 - 99.0 F / 36.1 - 37.2 C



Oximeter

Normal Range for Oxygen level - 94% to 100%



Note : If Body Temperature OR Oximeter reading is out of the normal range, inform & request client to reschedule their appointment after getting clearance from their doctor.

WELCOMING YOUR CLIENT

- CLIENT MASK

No Mask = No Service

The client should have a mask on at all times.

Provide them with a disposable mask if they don't have.



- Request the client to wear shoe covers

OR

- Offer clean sanitized slippers.

OR

- Make a footbath available

A rug dipped in the disinfectant solution for clients to dip the soles of their shoes in.



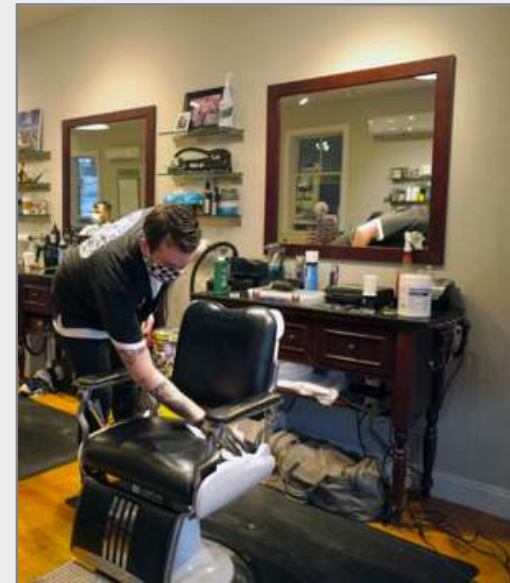
WELCOMING YOUR CLIENT

- Request client to use the hand sanitizer provided.
- Request client to wear disposable gloves
- Request client to fill the health declaration form, if not already done online.
- Assist them by opening the door and guiding them to the reception desk to check in.



WELCOMING YOUR CLIENT

- Meet & Greet by following the NO TOUCH GREETING
- After checking them in, escort the client to designated station appointed for that stylist.
- Spray down and wipe the seat in front of them before letting them sit
Reassure the client of the hygiene level



Note : Avoid making the client first sit at the waiting area & then moving to the station

PREPARING FOR A SERVICE

PRE HAIR SERVICE PROTOCOL

- Sanitize hands in front of client
- Wear fresh gloves in front of the client or wash hands before starting a service.
- Stylist to wear fresh disposable apron or a freshly laundered re-useable apron stored in a sanitised box/cabinet in front of the client
- Stylist to do consultation through the mirror and not face to face.
- Do not touch the client unless you to check hair.
- Avoid unnecessary chit chat.



PRE HAIR SERVICE PROTOCOL

- RECOMMENDED : 2 sets of equipment to be used in rotation with one in steriliser & other in use.
- Stylists to use their own tools i.e scissors, combs, clips, brushes, dryers, diffusers etc.
- No sharing of tools.
- Every stylist should have their own labelled water spray that should be disinfected after every client.
- Remember to always disinfect the seat in front of the clients before letting them sit.



PRE HAIR SERVICE PROTOCOL

- Scissors, combs & brushes to be kept in the UV Sterilizing unit or solution for minimum 20 - 30 minutes.
- After sterilizing put in a sealed sterilized pouch or a sanitised closed box.
- Remove sterilized equipment/tools from the sterilised pouch/box in front of the client before starting the haircut.
- Clippers and Buzzers to be disinfected by spraying the disinfectant solution before every use.



PRE HAIR SERVICE PROTOCOL

- Every hair service must start with a shampoo
NO SHAMPOO = NO SERVICE
- Back mirrors to be wiped before every use with the disinfecting spray and tissue.



- Use fresh blades for razor work
- Carry out shaving and beard/moustache grooming, only if your area is out of containment zones adhering to state government guidelines.



SHAMPOO & CONDITIONING PROTOCOL

- Disinfect backwash
- Guide client to backwash and drape preferably disposable towel or a freshly laundered re-useable towel /stored in a sanitised closed box/cabinet & begin service
- Use alternate backwashes to maintain social distance.
- Use disposable spatulas or ice cream sticks for masques or conditioners that don't have dispensers or pumps.
- Using a spatula, remove desired quantity in a small bowl to avoid wastage of product.
- If required to remove more use a fresh spatula. Do not use the same spatula twice. **NO DOUBLE DIPPING.**



POST SHAMPOO & CONDITION

DECONTAMINATION PROTOCOL

- Immediately disinfect entire backwash area (backwash seat & sink, shampoo & conditioner bottles)
- Remove all hair from seat, sink/drain with an alcohol based wipe or dry tissue & discard wipe/tissue.
- Spray with disinfecting solution and wipe using a clean cloth allocated for that backwash. Wait 5 mins before seating next client.
- Immerse cloth in a sterilizing solution after use.



POST SHAMPOO & CONDITION

DECONTAMINATION PROTOCOL

- Re-useable towel to be immediately put in a closed soiled linen basket and immediately taken to be soaked in warm water with detergent & disinfectant or put in the washing machine on hot wash cycle.
- Disposable towels to be immediately disposed of in the closed dustbin allocated for disposables.
- Stylist can dispose of their gloves in the dustbin allocated for disposables before starting the haircut.



HAIR CUTTING PROTOCOL

- Use the self adhesive visor to protect the client's eyes.



- Gown the client preferably with a disposable cape or a freshly washed re-useable cape stored in a closed sanitised box/cabinet



- Use disposable neck wraps for all clients.



HAIR CUTTING PROTOCOL

TO REMOVE HAIR OFF THE CLIENT

- Do not use neck brushes.
- To dust off hair from the client's neck and face, use cotton balls or tissue with powder.
- Check client for allergies & comfort with talcum powder
- Do not touch the mouth of powder dispenser to cotton while sprinkling powder.
- Use the dryer on cool air & low speed to gently dust off the hair from the clients cape holding dryer in a downward direction.
- Vacuum or sweep hair off the floor after haircut & before blow-dry. Prevents hair from dispersing all over.



BLOWDRY & STYLING PROTOCOL

- DO NOT USE THE HAIRDRYER TO CLEAN AWAY HAIR OFF THE FLOOR & STATIONS.
- It can only be used on low speed to gently dust off the hair from the clients cape holding it in a downward direction.
- All stylists to only use their own brushes.
- No sharing of tools.
- When using products on clients, try and use products that have dispensers or pumps or mono-dose packings.



BLOWDRY & STYLING PROTOCOL

PRODUCT USAGE PROTOCOL

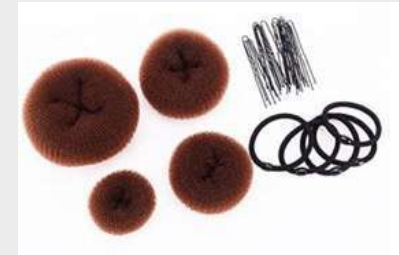
- Use disposable spatulas or ice cream sticks for styling products that don't have dispensers or pumps, e.g. hair waxes, clays, masques etc.
- Remove only desired quantity of product to avoid wastage.
- If required to remove more product - use a fresh spatula.
- Do not use the same spatula twice. NO DOUBLE DIPPING.
- Immediately dispose of the spatula in the dustbin for disposables.

SERVICE COMPLETION

- After finishing the service, gently remove the clients cape, visor and dispose off immediately in the dustbin for disposables.
- Request the front desk to prepare the bill, so that the client can make a digital payment from the chair and avoid going to the reception.
- Excuse yourself and wash your hands with soap and water for 20 secs immediately after finishing the service.

HAIRSTYLING ACCESSORIES & EXTENSIONS

- Donuts, bobby pins, u pins, rubber bands & hair accessories are ONE time use only.
- RECOMMENDED : clients bring their own accessories in a sanitised bag.
- RECOMMENDED : disinfect & sterilise all accessories while having your gloves on.
- Real hair extensions can be sold to the client. If returned, needs to be shampooed and blow dried.
- OPTION : use synthetic hair extensions . Doesn't have to be collected from the client. Will increase the cost of the service.
- If the client brings their own natural/ real hair extensions - shampooed, conditioned and dry before use.



COLOUR & CHEMICAL PROCESS PROTOCOL

- Shampoo client's hair on a freshly disinfected backwash with gloves on following shampoo protocol before starting a colour service.
- After the shampoo, follow de-contamination protocol of the backwash area.
- Once the client is seated at the work station, start the service by putting tissue around the neck of the disposable cape. Then put a colour cape over it.



COLOUR & CHEMICAL PROCESS PROTOCOL

- Foils to be cut and prepped just before the client's appointment and kept in a closed sanitised box, not lying around for others to touch.
- One Stylist to execute service from start to finish, avoid multiple hands touching the client.
- Record cards should be removed at start of day by respective stylists.
- Each stylist should maintain their own folder of record cards of the day which should be kept in individual lockers.
- Every stylist should have their own designated trolley with a disposable sheet on it.
- Use sterilised colour bowls, brushes, spatulas & other tools for each service.
- Remove only the colour/straightening tubes & developers that are required for service.
- Mix the colours required on trolley at the station.
- Maintain an appropriate physical space between you and the client while working.
- When working around the ears, if needed, client can be asked to remove the rubber bands of the mask and the mask can be secured with medical tape.
- Colour charts/shade guides should be laminated so that they can be disinfected before and after every use.

HAIR TREATMENT /SPA PROTOCOL

- Follow the shampoo protocol
- Start the Hair Spa/Treatment service by shampooing the client's hair on a freshly disinfected backwash with gloves on.
- Post the shampoo continue with application of the masque/mono-dose followed by massage steps.
- Do not touch the face, ears, shoulders, while massaging.
- Use disposable spatulas or ice cream sticks for masques or conditioners that don't have dispensers or pumps.
- Using a spatula, remove desired quantity in a small bowl to avoid wastage of product.
- If required to remove more, use a fresh spatula.
- Do not use the same spatula twice. NO DOUBLE DIPPING.
- After the massage if you have to use the micro mist/hooded steamer, then ensure the backwash decontaminating process is done.
- Use a disposable shower cap for the client before putting them under the micro mist/hooded steamer.



HAIR TREATMENT /SPA PROTOCOL

- Refrain from using the heat cap.
- Ensure to use a freshly washed & disinfected micro mist cap for every client.
- Follow the same disinfecting protocol when taking the client to the backwash to rinse out the masque/conditioner.
- Finish off the service by following the blow-dry protocol.
- Ensure to disinfect all work stations, tools, equipment & backwash after the service.

POST HAIR SERVICE PROTOCOL

AFTER EVERY CLIENT

- All tools to be washed with soap and warm water with disinfectant mixed in it and put in the sterilizing unit.
- Hair from brushes should be cleaned out, washed with soap and water and sprayed with disinfectant solution and put in the UV sterilizer after every client.
- The cutting chair including the base of the chair/hydraulic lever and foot stool must be sprayed down with the disinfectant spray and wiped down.

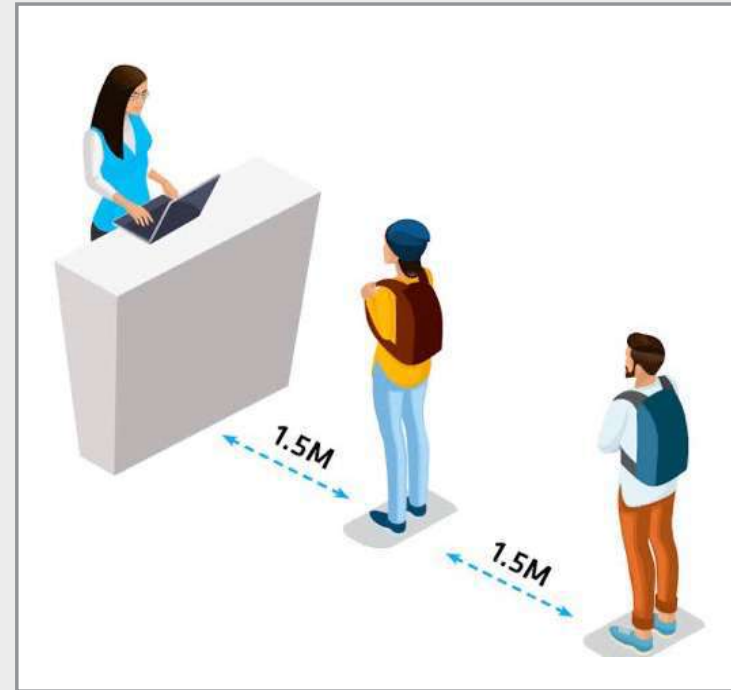


POST HAIR SERVICE PROTOCOL

- Ensure all styling products used on clients are wiped down with disinfecting spray with the allocated cloth before putting them back on the product stand.
- All colour tubes and developer bottles to be wiped down with a disinfecting wipe before putting them back in the colour bar.
- Weighing scale to be disinfected after every use.
- The workstation tops/drawers & trolleys must be sprayed down with the disinfectant spray and wiped down with the allocated cloth for that area.
- After every client use the disinfecting spray to spray and wipe down your hair dryer, nozzles, irons, tongs, diffusers, straighteners.
- Bowls and brushes to be washed with soap & water with disinfectant added to it and then sterilized.
- Climazone/Micro mist/ Hooded steamer to be wiped with disinfectant after every use.
- After every service, all re-useable linen, such as colour capes, towel, micro mist cap etc. to be immediately put in a closed soiled linen basket and immediately taken to be soaked in warm water with detergent & disinfectant or put in the washing machine on hot wash cycle.
- All disposables and PPE to be immediately disposed off in the closed dustbin allocated for disposables after cutting them up.
- After every service, stylists should thoroughly wash their hands with soap and water following the 20 sec rule, without leaving the water running.

BILLING & DEPARTURE

- Be ready with the bill 5 to 10 minutes before the client is done with the service.
- Encourage use of contactless payment for customers
- It is recommended to take payment and handle checkout at the station itself to avoid crowding the reception area.
- Check out at the desk should only be done in the case of pre booking next appointment or purchase of retail products.
- Stylist to assist a client who is purchasing retail products to prevent her/him from touching multiple retail products on the shelves.
- Replace physical bills with softcopy to be sent to customers via email / SMS.
- Mandate receptionist to use a tray to receive or return currency / cards for payments.
- Sanitize cash before accepting and ensure the receptionist is wearing gloves while handling cash.
- Bag the retail products with gloves on in freshly disinfected bags.
- Disinfect the credit card machine after every use.



BILLING & DEPARTURE

- If the client would like to tip the stylist ensure to provide a small envelope to the client to put the cash in to directly hand it over to the stylist or alternately keep an individual closed jar for each stylist for the client to drop the cash in.
- When receiving any product deliveries or food deliveries make sure the packaging is sanitized outside before entering the salon.
- Opt for contactless signature when receiving deliveries.
- If contactless signature for deliveries is not possible, then employees should use their own pen.



LAUNDRY PROTOCOL

- Ensure that all re-useable linen used to cover or protect customers and/or stylist is used only once.
- Immediately put used linen in a closed soiled linen basket that is marked “SOILED” .
- Dirty linen should be promptly soaked in hot water with detergent & disinfectant and washed or washed in the washing machine on hot wash cycle.
- After washing it should be immediately dried on hot setting in a dryer or aired out to dry in the sun.
- Once linen is 100% dry immediately fold and store in a disinfected closed basket/cupboard
- No linen to be kept out in the open.
- Disinfect linen cupboard before placing washed linen.
- Soiled linen basket should be disinfected between each use.
- Please note contamination can happen as dirty linen is being transferred from the basket to the washing machine so ensure to wear gloves and immediately dispose the gloves after.
- Commercial linen service can be used if not done in the salon following same protocols.



HOUSEKEEPING PROTOCOLS

WASTE MANAGEMENT:

- Keep separate dustbins for:

Disposables	Salon Waste	PPE
Dry Waste	Wet Waste	Food
Other General Waste		



- Use dustbins with lids /operated with foot pedal
- Use a bin liner for all dustbins



- All dustbins to be emptied at regular intervals through the day.



HOUSEKEEPING PROTOCOLS

- All dustbins to be washed with allocated brushes at end of each day & left to air out & dry.
- Avoid touching dustbins with your hands. In case of contact dispose off gloves (if worn) and wash hands thoroughly following the 20 second rule.
- Snap & wrap all used blades, disposables razors, in a sealed container and dispose off appropriately.



HOUSEKEEPING PROTOCOLS

GENERAL:

- All house keeping cleaning brushes/cloths/buckets etc. to be soaked in warm water with detergent & disinfectant /washed & dried thoroughly at end of day
- Make sure to allocate 1 day a week for a thorough deep cleaning and disinfecting of the entire salon.



[illegible]

#staysafe
#saveoursalons

THANK YOU

<https://www.ipbwa.org/>