



INTERIM GUIDANCE FOR HAIR SALONS AND BARBERSHOPS DURING THE COVID-19 PUBLIC HEALTH EMERGENCY

When you have read this document, you can affirm at the bottom.

As of May 7, 2021

Purpose

This Interim Guidance for Hair Salons and Barbershops during the COVID-19 Public Health Emergency (“Interim COVID-19 Guidance for Hair Salons and Barbershops”) was created to provide owners/operators of hair salons and barbershops and their employees and contractors with precautions to help protect against the spread of COVID-19 as hair salons and barbershops reopen.

This guidance applies only to hair service businesses including hair salons, barbershops, and other similar hair service businesses. This guidance does not apply to nail salons, tattoo parlors, or any other non-haircutting-related personal care services or activities, including but not limited to: beard trimming, nose hair trimming, facials, manicures/pedicures, makeup application, threading, tweezing, or waxing.

These guidelines are minimum requirements only and any employer is free to provide additional precautions or increased restrictions. These guidelines are based on the best-known public health practices at the time of Phase II of the State’s reopening, and the documentation upon which these guidelines are based can and does change frequently. The Responsible Parties – as defined below – are accountable for adhering to all local, state and federal requirements relative to hair salons and barbershops. The Responsible Parties are also accountable for staying current with any updates to these requirements, as well as incorporating same into any hair salon or barbershop operation Safety Plan.

Standards for the Responsible Operation of Hair Salons and Barbershops in New York State

No hair salons or barbershops can operate without meeting the following minimum State standards, as well as applicable federal requirements, including but not limited to such minimum standards of the Americans with Disabilities Act (ADA), Centers for Disease Control and Prevention (CDC), Environmental Protection Agency (EPA), and United States Department of Labor’s Occupational Safety and Health Administration (OSHA).

The State standards contained within this guidance apply to all hair salons and barbershops in operation during the COVID-19 public health emergency until rescinded or amended by the State. The owner of the hair salon or barbershop, or another party as may be designated by the owner (in either case, "the Responsible Parties"), shall be responsible for meeting these standards.

Hair salon and barbershop owners are reminded to follow existing health and sanitary standards except where this document provides a stricter standard, in which case this document controls. Existing standards relating to salons are available on the Department of State’s website by clicking [here](#). Existing standards relating to barbershops are available on the Department of State’s website by clicking [here](#).

The following guidance is organized around three distinct categories: people, places, and processes.

I. PEOPLE

A. Physical Distancing

- Responsible Parties must ensure that the workforce and customer presence in any hair salon or barbershop is limited to no more than 75% of the maximum occupancy for a particular area as set by the certificate of occupancy, inclusive of customers, who must maintain six feet of separation from others, except during the haircutting service, and, in all cases, must only be permitted entry into the hair salon or barbershop if they wear an acceptable face covering; provided, however, that the customer is over the age of two and able to medically tolerate such a covering; and
- Responsible Parties must ensure a distance of at least six feet is maintained among employees and customers at all times, unless the core activity requires a shorter distance (e.g. providing a haircut, operating appointments desk, or cash registers). Employees must wear face coverings any time they interact with customers (e.g. ringing up a purchase, wrapping an item to hand off) and any time that employees must come within six feet of another person. Employees must be prepared to don a face covering if another person unexpectedly comes within six feet.
 - Acceptable face coverings for COVID-19 include but are not limited to cloth-based face coverings and disposable masks that cover both the mouth and nose.
 - However, cloth, disposable, or other homemade face coverings are not acceptable face coverings for workplace activities that typically require a higher degree of protection for personal protective equipment (PPE) due to the nature of the work. For those activities, N95 respirators or other PPE used under existing industry standards should continue to be used, as is defined in accordance with OSHA guidelines.
 - Hair salon owners must continue to comply with 19 NYCRR Sec. 160.11 and ensure an adequate supply of PPE (e.g. N-95 or N-100 respirators) is available at each workstation.
- Responsible Parties may modify the use and/or restrict the number of work stations and employee seating areas, so that workers are at least six feet apart in all directions (e.g. side-to-side and when facing one another) and are not sharing workstations without cleaning and disinfection between use.
 - Responsible Parties must ensure that customer seating allows customers to maintain a six-foot distance from all others except for the employee providing service (e.g. barber chairs must be six feet apart from one another, unless a physical barrier is installed between barber chairs).
 - Installing physical barriers should be considered where possible to divide employee workstations in personal care locations (e.g. between barber chairs) and in accordance with [OSHA guidelines](#).
 - Physical barrier options may include: strip curtains, plexiglass or similar materials, or other impermeable dividers or partitions.
 - Responsible Parties must ensure that at appointment desks and check-out registers, employees wear face coverings and enact physical barriers in areas where they would not affect air flow, heating, cooling, ventilation, or otherwise potentially impair health or safety.

- Responsible Parties must prohibit the use of small spaces (e.g. behind cash registers, elevators, stock rooms) by more than one individual at a time, unless all individuals in such spaces at the same time are wearing acceptable face coverings. However, occupancy must never exceed 75% of the maximum capacity of the space, unless it is designed for use by a single occupant. Responsible Parties should increase ventilation with outdoor air to the greatest extent possible (e.g. opening windows, leaving doors open), while maintaining safety protocols.
- Responsible Parties should encourage the use of touchless payment options or pay ahead, when available. Minimize handling cash, credit cards, reward cards, and mobile devices, where possible (e.g. consider allowing customers to tip via electronic payment rather than with cash).
- Responsible Parties should put in place measures to reduce bi-directional foot traffic using tape or signs with arrows in narrow aisles, hallways, or spaces, and post signage and distance markers denoting spaces of six feet in all commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g. in front of appointment desks/cash register areas, health screening stations, break rooms).
 - Where possible, place markers or barriers to encourage one directional traffic.
- Responsible Parties must post signage and distance markers denoting spaces of six feet in all commonly used areas and any areas in which lines are commonly formed or people may congregate (e.g. clock in/out stations, health screening stations, break rooms, cash register areas).
- Responsible Parties may consider implementing a “by appointment only” policy to limit walk-in customers and congregation.
- Responsible Parties shall close waiting rooms and lines should be avoided, to the extent possible. Customers that make appointments in advance should be asked to wait in cars or outside the location at least six feet away until their appointment time. Likewise, if Responsible Parties cannot provide service to walk-in customers right away, such customers should be given an appointment time and also asked to wait in cars or outside the location at least six feet away until their appointment time.
- Responsible Parties must post signs inside and outside of the hair salon or barbershop, consistent with DOH COVID-19 signage. Responsible Parties can develop their own customized signage specific to their workplace or setting, provided that such signage is consistent with the Department’s signage. Signage should be used to remind employees and customers to:
 - Cover their nose and mouth with a face covering.
 - Properly store and, when necessary, discard PPE.
 - Adhere to physical distancing instructions.
 - Report symptoms of or exposure to COVID-19, and how they should do so.
 - Follow hand hygiene and cleaning and disinfection guidelines.
 - Follow appropriate respiratory hygiene and cough etiquette.

B. Gatherings in Enclosed Spaces

- Responsible Parties must limit in-person employee gatherings (e.g. employee meetings, in break rooms, stock rooms) to the greatest extent possible and use other methods such as video or

teleconferencing whenever possible, per CDC guidance “[Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#)”. When videoconferencing or teleconferencing is not possible, Responsible Parties should hold meetings in open, well-ventilated spaces and ensure that individuals maintain six feet of social distance between one another (e.g. if there are chairs, leave space between chairs, have employees sit in alternating chairs).

- Responsible Parties must put in place practices for adequate social distancing in small areas, such as restrooms and breakrooms, and should develop signage and systems (e.g. flagging when occupied) to restrict occupancy when social distancing cannot be maintained in such areas; and
- Responsible Parties should stagger schedules for employees to observe social distancing (i.e., six feet of space) for any gathering (e.g. while taking breaks).

C. Workplace Activity

- In accordance with the definition of hair service businesses and activities provided above, Responsible Parties are prohibited from offering all services not related to haircutting, coloring, or styling; prohibited services include, but are not limited to: beard trimming, nose hair trimming, facials, nail services, makeup application, threading, tweezing, or waxing.
- Responsible Parties must take measures to reduce interpersonal contact and congregation, through methods such as:
 - limiting in-person presence to only those staff who are necessary to be on site;
 - adjusting workplace hours;
 - reducing on-site workforce to accommodate social distancing guidelines;
 - shifting design (e.g. A/B teams, staggered arrival/departure times); and/or
 - batching activities, where possible, so employees can adhere to social distancing and reduce the number of hands touching at the same time (e.g. stocking shelves).
- Responsible Parties should adjust business hours as necessary to reduce density and enable enhanced cleaning and disinfection procedures.

D. Movement and Commerce

- Responsible Parties should prohibit non-essential visitors at the hair salon or barbershop.
- Responsible Parties must monitor and control the flow of traffic into the establishment to ensure adherence to maximum capacity requirements.
- Responsible Parties must establish designated areas for pickups and deliveries, limiting contact to the extent possible.
- Responsible Parties should provide clearly designate separate entrances and exits, where possible.
- For merchandise deliveries, Responsible Parties should implement a touchless delivery system whereby drivers stay in the cab of the vehicle while delivery takes place or, where not practicable,

Responsible Parties must provide acceptable PPE appropriate to the anticipated activities that includes, at a minimum, a cloth face covering to delivery workers at no cost for the duration of the delivery process.

- Responsible Parties must ensure employees sanitize hands before and after transferring a load (e.g. from a delivery driver) of merchandise (e.g. sanitize hands before starting to load items; and once again after all items have been loaded, finish by sanitizing their hands again).
- Responsible Parties must close amenities, where applicable, including:
 - self-serve bars and samplers;
 - water fountains; and
 - magazine areas.
- For any activities related to food services, Responsible Parties must operate in accordance with [“Interim Guidance for Food Services during the COVID-19 Public Health Emergency.”](#)
- Responsible Parties should consider eliminating or relaxing cancellation fees, in order to encourage customers to stay home if they become sick.

II. PLACES

A. Protective Equipment

- Responsible Parties must ensure that all employees wear a face covering that completely covers the nose and mouth and either a face shield or safety goggles when providing service directly to/on customers (i.e. haircutting services). Employees also must wear face coverings any time they interact with customers (e.g. ringing up a purchases), even if they are six or more feet apart.
- In addition to necessary PPE as required for certain workplace activities, Responsible Parties must procure, fashion, or otherwise obtain acceptable face coverings and provide such coverings to employees while at work at no cost to the employee. Responsible Parties should have an adequate supply of face coverings, masks and other required PPE on hand should an employee need a replacement, or an essential visitor be in need. Acceptable face coverings include, but are not limited to, cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, N95 respirators, and face shields.
- Face coverings must be cleaned or replaced after use and may not be shared. Please consult [CDC guidance](#) for additional information on cloth face coverings and other types of PPE, as well as instructions on use and cleaning.
 - Note that cloth face coverings or disposable masks shall not be considered acceptable face coverings for workplace activities that require a higher degree of protection for face covering requirements. For example, if N95 respirators are traditionally required for business activities, a cloth or homemade mask would not suffice. OSHA standards for such safety equipment must be adhered to.
- Responsible Parties must allow employees to use their own acceptable face coverings but cannot require employees to supply their own face coverings. Further, this guidance shall not prevent employees from wearing their personally owned additional protective coverings (e.g. surgical masks, N95 respirators, or face shields), or if the Responsible Parties otherwise requires employees to wear

more protective PPE due to the nature of their work. Employers should comply with all applicable OSHA standards.

- Responsible Parties must put in place measures to limit the sharing of objects, such as scissors, spray bottles, and clippers, as well as the touching of shared surfaces; or, require workers to wear gloves (trade-appropriate or medical) when in contact with shared objects or frequently touched surfaces; or, require workers to sanitize or wash their hands before and after contact.
 - If shared, equipment must be cleaned and disinfected between uses.
- Responsible Parties must train workers on how to adequately put on, take off, clean (as applicable), and discard PPE, including but not limited to, appropriate face coverings.
- Where Responsible Parties provide coverings to a client (e.g., apron for haircut), they must ensure that such covering is clean, freshly laundered, or disinfected between each use, or disposable.
- Responsible Parties must require employees to wear clean smocks or gowns.
- Responsible Parties must ensure that employees use gloves when providing service to a customer, or require workers to sanitize or wash their hands before and after contact.
 - If gloves are used, they must be replaced after each appointment.
- Responsible Parties must ensure all customers wear masks or cloth face covering that completely covers the nose and mouth, unless the customer is under the age of two or unable to medically tolerate such a covering.
 - For haircutting services, Responsible Parties should encourage customers to wear face coverings that loop around the ear, to prevent having to remove a face covering during services. If one loop must be removed momentarily in order for the hair stylist or barber to reach a spot, the customer must hold up the face covering in front of their nose and mouth.

B. Hygiene, Cleaning, and Disinfection

- Responsible Parties must ensure adherence to hygiene and cleaning and disinfection requirements as advised by the CDC and DOH, including “[Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#),” and the “[STOP THE SPREAD](#)” poster, as applicable. Responsible Parties must maintain logs that include the date, time, and scope of cleaning and disinfection.
- Responsible Parties must provide and maintain hand hygiene stations on site, as follows:
 - For handwashing: soap, running warm water, and disposable paper towels.
 - For sanitizer: an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical.
 - Responsible Parties must make hand sanitizer available throughout the hair salon or barbershop for use by employees and customers.
 - Responsible Parties must require that employees practice hand hygiene by washing hands for 20 seconds with soap and water before and after providing services to each customer.

- Responsible Parties should place signage near hand sanitizer stations indicating that visibly soiled hands should be washed with soap and water; hand sanitizer is not effective on visibly soiled hands.
- Responsible Parties should place receptacles around the hair salon or barbershop for the disposal of soiled items, such as PPE.
- Responsible Parties must provide appropriate cleaning and disinfection supplies for shared and frequently touched surfaces and encourage employees to use these supplies, following manufacturers' instructions, before and after use of these surfaces, followed by hand hygiene.
- Responsible Parties must conduct regular cleaning and disinfection of the hair salon or barbershop and more frequent cleaning and disinfection for high risk areas used by many individuals and for frequently touched surfaces. Cleaning and disinfection must be rigorous and ongoing and should occur at least after each shift, daily, or more frequently as needed. Please refer to DOH's "[Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#)" for detailed instructions on how to clean and disinfect facilities.
 - Responsible Parties must ensure regular cleaning and disinfection of restrooms. Restrooms should be cleaned and disinfected more often depending on frequency of use.
 - Responsible Parties must ensure distancing rules are adhered to by using signage, occupied markers, or other methods to reduce restroom capacity where feasible.
 - Responsible Parties must ensure that work station equipment is regularly cleaned and disinfected using registered disinfectants, including at least as often as between each customer. Refer to the Department of Environmental Conservation (DEC) [list of products](#) registered in New York State identified by the EPA as effective against COVID-19.
 - If cleaning or disinfection products or the act of cleaning and disinfection causes safety hazards or degrades the material or equipment, Responsible Parties must put in place hand hygiene stations between use and/or supply disposable gloves and/or limitations on the number of employees using such equipment.
- Responsible Parties must leave time between appointments for full workstation cleaning (e.g. 15 minutes).
- Responsible Parties must provide for the cleaning and disinfection of exposed areas in the event an employee or customer is confirmed to have COVID-19, with such cleaning and disinfection to include, at a minimum, all heavy transit areas and high-touch surfaces (e.g. vending machines, handrails, bathrooms, door knobs).
- CDC guidelines on "[Cleaning and Disinfecting Your Facility](#)" if someone is suspected or confirmed to have COVID-19 are as follows:
 - Close off areas used by the person suspected or confirmed to have COVID-19.
 - Responsible Parties do not necessarily need to close operations, if they can close off the affected areas.
 - Open outside doors and windows to increase air circulation in the area.
 - Wait 24 hours before you clean and disinfect. If 24 hours is not feasible, wait as long as possible.
 - Clean and disinfect all areas used by the person suspected or confirmed to have COVID-19, such as offices, bathrooms, common areas, and shared equipment.

- Once the area has been appropriately cleaned and disinfected, it can be reopened for use.
 - Employees without close or proximate contact with the person suspected or confirmed to have COVID-19 can return to the work area immediately after cleaning and disinfection.
 - Refer to DOH’s [“Interim Guidance for Public and Private Employees Returning to Work Following COVID-19 Infection or Exposure”](#) for information on “close or proximate” contacts.
- If more than seven days have passed since the person suspected or confirmed to have COVID-19 visited or used the facility, additional cleaning and disinfection is not necessary, but routine cleaning and disinfection should continue.
- For activities involving the handling of shared objects (e.g. payment devices), areas, and/or surfaces (e.g. doors), Responsible Parties must ensure that such areas and objects are cleaned and disinfected daily, at a minimum.
- Responsible Parties must ensure workstations, and tools (e.g. brushes, chairs, headrest, shears) are cleaned and disinfected between customers.
- Responsible Parties must prohibit shared food and beverages among employees (e.g. self-serve meals and beverages), encourage employees to bring lunch from home, and reserve adequate space for employees to observe social distancing while eating meals.

C. Phased Reopening

- Responsible Parties are encouraged to phase-in reopening activities so as to allow for operational issues to be resolved before production or work activities return to normal levels. Responsible Parties should consider limiting the number of employees, hours, and number of customers available to be served when first reopening so as to provide operations with the ability to adjust to the changes.

D. Communications Plan

- Responsible Parties must affirm that they have reviewed and understand the state-issued industry guidelines, and that they will implement them.
- Responsible Parties should develop a communications plan for employees, visitors, and customers that includes applicable instructions, training, signage, and a consistent means to provide employees with information. Responsible Parties may consider developing webpages, text and email groups, and social media.
- Responsible Parties should encourage customers to adhere to CDC and DOH guidance regarding the use of PPE, specifically face coverings through verbal communication and signage.
- Responsible Parties should post signage inside and outside of the hair salon or barbershop to remind personnel and customers to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfection protocols.

III. PROCESSES

A. Screening and Testing

- Responsible Parties are strongly encouraged to ensure that employees performing services directly on or to customers (i.e. haircutting) have been tested for COVID-19 through a diagnostic test, prior to the employee performing such services.
- Responsible Parties must implement mandatory daily health screening practices for employees and, where practicable, visitors, but such screening shall not be mandated for customers and delivery personnel.
 - Screening practices may be performed remotely (e.g. by telephone or electronic survey), before the employee reports to the work site, to the extent possible; or may be performed on site.
 - Screening should be coordinated to prevent workers from intermingling in close or proximate contact with each other prior to completion of the screening.
 - At a minimum, screening must be required of all workers and visitors and completed using a questionnaire that determines whether the worker or visitor has:
 - (a) knowingly been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19;
 - (b) tested positive for COVID-19 in the past 14 days; and/or
 - (c) has experienced any symptoms of COVID-19 in the past 14 days.
- Responsible Parties should ask customers to provide verbal or written confirmation that they have not been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had COVID-19 symptoms, tested positive for COVID-19 in the past 14 days, or are.
- Refer to CDC guidance on “[Symptoms of Coronavirus](#)” for the most up to date information on symptoms associated with COVID-19.
- Responsible Parties must require employees to immediately disclose if and when their responses to any of the aforementioned questions changes, such as if they begin to experience symptoms, including during or outside of work hours.
- In addition to the screening questionnaire, temperature checks may also be conducted per Equal Employment Opportunity Commission or DOH guidelines. Responsible Parties are prohibited from keeping records of employee health data (e.g. the specific temperature data of an individual), but are permitted to maintain records that confirm individuals were screened and the result of such screening (e.g. pass/fail, cleared/not cleared).
- Responsible Parties must ensure that any personnel performing screening activities, including temperature checks, are appropriately protected from exposure to potentially infectious employees or visitors entering the hair salon or barbershop. Personnel performing screening activities should be trained by employer-identified individuals who are familiar with CDC, DOH, and OSHA protocols.

- Screeners should be provided and use PPE, including at a minimum, a face mask, and may include gloves, a gown, and/or a face shield.
- An individual who screens positive for COVID-19 symptoms must not be allowed to enter the workplace and must be sent home with instructions to contact their healthcare provider for assessment and testing.
 - Responsible Parties should provide such individuals with information on healthcare and testing resources.
 - Responsible Parties must immediately notify the state and local health department about the case if test results are positive for COVID-19.
- Responsible Parties should refer to DOH's "[Interim Guidance for Public and Private Employees Returning to Work Following COVID-19 Infection or Exposure](#)" regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19.
- Responsible Parties must designate a central point of contact, which may vary by activity, location, shift or day, responsible for receiving and attesting to having reviewed all questionnaires, with such contact also identified as the party for individuals to inform if they later are experiencing COVID-19-related symptoms, as noted on the questionnaire.
- Responsible Parties must designate a site safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan.
- To the extent possible, Responsible Parties should maintain a log of every person, including workers and visitors, who may have close or proximate contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means. Log should contain contact information, such that all contacts may be identified, traced and notified in the event an employee is diagnosed with COVID-19. Responsible Parties must cooperate with state and local health department contact tracing efforts.
- Responsible Parties shall create and maintain a log of customers with names and contact information so that they can be contacted for contact tracing, if necessary. Responsible Parties shall strongly encourage customers to provide their name and contact information in such log, but shall not mandate that they do so, and shall not require identification nor deny service to customers who choose to not provide such information.

B. Tracing and Tracking

- Responsible Parties must notify the state and local health department immediately upon being informed of any positive COVID-19 test result by an employee at their workplace.
- In the case of an employee, visitor, or customer who interacted at the business testing positive, the Responsible Parties must cooperate with the state and local health department to trace all contacts in the workplace and notify the state and local health department of all employees logged and visitors/customers (as applicable) who entered the hair salon or barbershop dating back to 48 hours before the employee began experiencing COVID-19 symptoms or tested positive, whichever is earlier, but maintain confidentiality as required by federal and state law and regulations.

- State and local health departments will implement monitoring and movement restrictions of infected or exposed persons including home isolation or quarantine.
- Individuals who are alerted that they have come into close or proximate contact with a person with COVID-19, and have been alerted via tracing, tracking or other mechanism, are required to self-report to their employer at the time of alert and shall follow the protocol referenced above.

IV. EMPLOYER PLANS

Responsible Parties must conspicuously post completed safety plans on site. The State has made available a business reopening safety plan template to guide business owners and operators in developing plans to protect against the spread of COVID-19.

Additional safety information, guidelines, and resources are available at:

New York State Department of Health Novel Coronavirus (COVID-19) Website
<https://coronavirus.health.ny.gov/>

Centers for Disease Control and Prevention Coronavirus (COVID-19) Website
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Occupational Safety and Health Administration COVID-19 Website
<https://www.osha.gov/SLTC/covid-19/>

[At the link below, affirm that you have read and understand your obligation to operate in accordance with this guidance:](https://forms.ny.gov/s3/ny-forward-affirmation)

<https://forms.ny.gov/s3/ny-forward-affirmation>