



# Business Best Practices

**HAIR & NAIL SALONS**  
30% capacity



## WORKSPACES

### Salon Services

- Due to the constraint of customers allowed within the salon, limit the number of clients by not allowing walk-ins or waiting lines. Salons can submit plans to the Larimer County Health Department for up to 30% capacity as long as distancing can be maintained and face coverings are used.
- Please observe the 6' distance rule - floor marking and/or environmental marking such as plants.
- **Signage:** steps taken to safety, expectations, behavior reminders, policies should be posted outside the salon and inside at high-activity areas.
- Fort Collins businesses must have Face Covering Signage displayed
  - [Full size sign](#)
  - [Half size sign](#)
- Spacing & Markings:
  - Consider one-way aisle/traffic for entering & exiting the building
  - If a staggered appointment reservation system is not available, consider floor markings or environmental barriers (plants) to establish separate waiting areas
- Furniture: spacing and materials/fabrics that are easily cleanable
- Remove any magazines from waiting areas
- Designate and label seats for waiting customers or clients waiting for hair/nail procedures to be completed (i.e. hair dye, treatments, etc.)
- Designate personal area/counter space for client's personal items to be cleaned after each client
- List hair/nail services on large menu board that can be read from a distance - don't use paper fliers/brochures (unless it's single-use) - City of Fort Collins temporary suspension of sign/banner permits
- Push capabilities to prevent door handling/exposure
  - Footpull options
  - Propping the door open
- Elevators - most elevators do not allow for the 6' distance, consider alternative plans/recommendations
- If allowing for public restroom use please establish procedures:
  - Consider footpull option for opening doors
  - No touch trash cans
  - Establish regular schedule to sanitize frequent, high-touch equipment more frequently
  - Make sure soaps, paper towels are well-stocked for guests to wash hands
- Know your typical busy hours, then establish new hours of operation to what is viable for your business
  - Consider extra time dedicated to a full cleaning of salon at the end of the day



## PRACTICES & EMPLOYEES

### Safety

- Review recommended PPE & hygiene videos:
  - [Proper Mask removal video](#)
  - [Proper Glove removal video](#)
  - [Handwash training](#)
- Prior to reopening, invest some time to retrain and re-immers staff as mandatory training
  - Establish and implement new procedures that promote safety in alignment with governmental guidelines.
  - Revisit the new procedures frequently to ensure that practices and protocols are updated based on changing guidelines and conditions.
  - Identify several workplace COVID coordinators to train employees on the new procedures.
- Ensure all employees are wearing masks/cloth face coverings before entering salon - determine proper mask cleaning procedures and who's responsible for cleaning masks.
- Ensure employees are wearing cloth smocks/aprons and gloves for every new client
- Provide training and support for safely de-escalating and managing high tension situations (examples: customers who don't follow safety protocols)
  - [The Crisis Prevention Institute](#) offers free resources to help make the workplace safer
- Create cleaning procedures that focuses on sanitizing frequently touched surfaces and spaces:
  - Wipe down high-contact surfaces/counters/salon chairs at a minimum every 30 minutes.
  - Door and drawer handles.
  - Light and other power switches
    - Consider keeping all lights on during business hours, or utilizing existing motion sensor capabilities.
  - Shared tools
  - Furniture
  - Vending machines and self-serve areas.
  - Appliances frequently used surface in the employee break room.
  - Time clocks
  - Point of sale/checkout: Cash register, including touch screens, keyboards, mouse, counter, cabinet pulls and checkout dividers.
  - Restrooms: Door handles and flush levers, toilet bowl and toilet paper holder, sinks and faucet, paper towel holders and/or air dryers, and diaper-changing stations.
  - Sales floor: Fixtures with handles or pulls and any other high-touch surfaces.
- Provide cleaning kits for staff at high traffic locations throughout the restaurant including points of sale.
  - Disinfectant wipes or sprays
  - Disposable gloves
  - Paper towels
  - Masks
  - Hand sanitizer
- Allow employees breaks for regular cleaning and personal sanitation, such as handwashing in between customers - establish a consistent procedure for employees to follow
- Establish cleaning plan for new shift of employees
- Washing/Antiseptic Stations
  - Single use sanitation packet availability (assign to individual employees at the beginning of each shift so sanitation items are not shared)
- Cleaning equipment & towels/linens
  - Normal cleaning procedures should be continued
  - Change towels after every customer
  - All items that have not been used should be cleaned, as they might have been in contact with staff or guests
  - Sanitize all service equipment after each client use (salon chairs, hooded hair dryers, nail drying stations, foot baths, all hair/nail equipment etc.)

### Workstations

- At least 50% reduced on-site staff (all non-essential businesses)
- When possible, workstations shifts should be staggered to limit staff congregating in one area
- Consider assigned, separate workstations for each staff member
- Consider one-way aisles, when feasible, with floor markings

### Symptom Monitoring

- All employees experiencing any flu-like symptoms should not come into work
- Symptom checks should be completed prior to employees entering the workspace
  - Ask all employees:
    - Have you had a cough?
    - Have you had a fever?
    - Have you been around anyone exhibiting these symptoms within the past 14 days?
    - Are you living with anyone who is sick or quarantined?
  - Consider daily temperature checks and send employees with temperatures above 100.4°F home.
- Refer symptomatic employees to the [Larimer County Symptom Tracker](#)
- Develop plans for those employees who the [CDC has identified as higher risk](#) for severe illness from COVID-19.
- Train on potential symptoms, including those of COVID-19
- **Make sure to talk with a Human Resource Professional and/or Legal Counsel.**
  - Work collaboratively to manage each unique situation

### Employee Communications

- Utilize pre-existing employee communications/scheduling platforms. Have a uniform method to relay information such as safety standards and other important updates to employees.
- Managers/owners should be easily accessible by employees (share best email, cell phone) for any questions at any time.
- Limit staff meetings to up to 10 employees
  - Hold virtual meetings whenever possible.

### Supply Chain & Deliveries

- Establish procedures for vendors, delivery people, and other non-employee workers:
  - Notify these people of reopening plans, and any revised procedures for salon entry, deliveries, paperwork, etc.
  - Implement protocols to ensure safety:
    - Suspending or limiting access to the salon
    - Developing contactless signature procedures for deliveries.
    - Adjusting schedules to spread out deliveries.
    - Require social distancing and adherence to governmental guidelines.
- Supply Chain and Inventory:
  - Assess supply needs and explore options for sourcing additional supplies required for business operations; assess how to best leverage existing relationships with vendors.
  - Create a plan for how you will source and distribute cleaning products and PPE, accounting for existing and/or future shortages. Establish a protocol to monitor this on a frequent basis as rules and health guidance ebb and flow with the prevalence of the virus.
  - Establish procedure for regularly disinfecting inventory and newly-received deliveries.

### Additional Consideration

- Businesses must abide by Occupational Safety and Health Administration (OSHA) [environmental hygiene standards related to COVID-19](#)
- [Colorado Department of Public Health and Environment](#) (CDPHE)
- [Occupational Safety and Health Administration \(OSHA\) - PPE](#)
- [Environmental Protection Agency \(EPA\) Disinfectants for Use Against COVID-19](#)
- Employees and customers must wear face covers when entering the business. For more information about the Larimer County Face Covering Order, [click here](#).
- Visit [NoCoSafetySupply.com](#) to locate PPE, cleaning, and safety supplies for your business

## TO PROTECT CUSTOMERS

### Customer Expectations & Interactions

- All clients experiencing any flu-like symptoms should not come into the salon.
- Wandering and shopping within the salon should be limited. Discourage customers from handling merchandise they do not intend to purchase. Or ask that customers interested in purchasing a product, speak to an employee that will help you.
- Require all customers to wear masks/face coverings before entering the building - even while working out
- Hand sanitation/washing stations at every entrance - require customers to disinfect their hands upon entering.
- Beverage service will not be offered to clients
- Client will have a personal area/counter space for personal items to be cleaned after each client
- Do not offer nail color sticks or allow clients to touch/self-pick nail polish bottle - please ask clients to verbally indicate preferred color
- Payment collection - pay ahead, contactless payment models, encourage memberships, discourage cash exchange (use gloves and wash hands after any contact transaction)

### External Communications

- Update customers about reopening dates and new procedures staff will be implementing
- Share your business' expectations and rules that customers should follow online and/or on social media
- Work on building a greater social media presence.
- Keep an updated class schedule online.
- Ensure contact information is easily available to customers online.
- Alleviate fears of customers by having transparent communications/[signage](#) about safety practices that are being implemented (including a diagram/communication of the "back of house" process to provide transparency and confidence for how you're operating safely.
  - Encourage customers to call ahead if they have any questions about safety or procedures - have a standard script by the phone that you want employees to share with customers
- Have resources available electronically.
- Research community campaigns that are promoting local businesses such as [ForFortCollins.com](#).

### Additional Consideration

- Encourage people to call ahead and schedule appointments - make sure the salon's contact information is easily accessible online.
- Employees and customers must wear face covers when entering the business. For more information about the Larimer County Face Covering Order, [click here](#).
- Signage must be posted at each public entrance to inform all employees and customers must include:
  - Face Covering requirements
    - [Full size sign](#)
    - [Half size sign](#)
- Keep gatherings to 10 people or less
- Disability Accommodations. New health screening measures may require new accommodations for people with disabilities. For example, hearing-impaired patrons who read lips may require screening by a worker wearing a clear face covering or one with a see-through window over the wearer's mouth. A business that reduces points of ingress or egress must ensure continued accessibility. Patrons whose disability makes them unable to wait in a long line may need a more expedited access procedure. In order to remain compliant with applicable disability laws and provide reasonably accessible events for all patrons, consult with a local advocate for people with disabilities.

### Additional Consideration

- Is it viable to reopen the salon? Which service options are best? Some salons are not using shared equipment that is difficult to clean like blow dryers, straighten/curling irons, etc.
- Connect with your CPA and banker about long-term funding
- [Families First Coronavirus Response Act](#) and [Family and Medical Leave Act \(FMLA\)](#)
- Must maintain 6' physical distancing between employees and clients

### State Guidelines

#### Larimer County Guidelines

- Employees and clients/customers must wear face covers when in the business. For more information, [click here](#).
- **Important Water Quality Message before you reopen:** Please email [UtilitiesCustomerAccounts@fcgov.com](mailto:UtilitiesCustomerAccounts@fcgov.com) or call 970-416-4268.
- Must have a written sick employee policy shared with employees and available upon request.
- Businesses are only open for limited people (no more than 10 people) including employees and clients/customers at a time - Salons can submit plans to the Larimer County Health Department to increase capacity to up to 30%.
- Employees who can telework should be teleworking.
- **Consider connecting with your HR professional or attorney to review all policies**

