

CHECKLIST GUIDE FOR REOPENING *Your Personal Service Business*

Services — including hair and nail salons, tattoo artists, body piercers, massage therapists, estheticians and others — after reading through the available guidance for your business sector at (Iowa Reopen Guidelines) use this checklist to ensure that you have taken the necessary steps to open your business safely, protecting the health of your employees and customers.

Policy Checklist

- Create a policy for identification and isolation of sick people, including employee self-monitoring, required reporting of illness, sick leave policies and isolating individuals that become ill at work.
- Assess leave policies for quarantined/isolated workers and those caring for sick family members.
- Create a policy on personal protective equipment (PPE). Recommend that employees wear face masks or cloth face coverings when social distancing is not feasible.
- Connect employees to employee or community assistance resources such as <https://coronavirus.iowa.gov/pages/guidance> (Iowa-specific, very broad) or <https://idph.iowa.gov/Emerging-Health-Issues/Novel-Coronavirus/Guidance> (IDPH/CDC)
- Create a client service policy. To the extent possible, clients should wear face coverings when receiving services.
- Recommend clients bring their own face mask or covering, and also provide them for clients who don't bring their own.
- Considerations should be made for clients who are unable or unwilling to wear a mask or cloth face cover. Refuse service to any client who arrives with symptoms.

Communications Plan Checklist

- Develop a training plan for employees that addresses social distancing, hygiene and sanitation best practices, what to do if they feel sick, proper use of PPE, and how to educate customers about the new policies and practices.
- Develop a marketing plan for customers that addresses business signage, social media communications, new business policies and customer instructions (stay home if you are sick, limit items you touch, closure of common areas, hygiene including handwashing, social distancing reminder).
- Communicate with vendors/suppliers for contactless drop-off or to arrange deliveries during non-customer hours.

Facility Plan Checklist

- Post signage about policy changes for customers and employees.
- Provide tissues and no-touch trash receptacles.
- Set up sanitizer or handwashing stations in convenient locations around the business.
- Remove unnecessary touchpoints or items that cannot be sanitized (such as magazines).
- Install social distancing markers or directional arrows on floors to encourage social distancing to at least six feet where possible, and to minimize contact. Consider limiting clients in the shop at one time and notifying clients by text or phone to enter their service when ready.
- Consider adding clear plastic barrier protection at the entrance or service desk. Salons may install similar barriers at tables/chairs/stations.
- Implement touchless payment systems/options.
- Close common areas (child play areas, dressing rooms, waiting areas etc.) or sanitize after each use.

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Operations Plan Checklist

- Before you reopen, sanitize; consult on HVAC and water systems, possibly increasing air flow; and ensure fans are not blowing air directly from one person toward another.
- Assign one or more staff members (ideally one per shift) to take the lead on cleaning and disinfecting.
- Purchase face masks, face shields, additional capes and other PPE for staff and customers.
- Purchase disposable tools whenever possible, or additional sets to accommodate sanitizing between uses.
- Disinfect any products handled by customer.
- If gloves are used, ensure they are changed and staff washes their hands after each client.
- Use fresh garments with each client. All laundry items (such as smocks and towels) should be placed in plastic bags after each use.
- Create a system/schedule for sanitizing equipment between customers or individually packaging sanitized equipment for each customer.
- Implement an appointment-only service system.
- Consider creating a customer intake checklist to screen for COVID-19 symptoms or exposure.
- Maintain adequate records of your clients, including names, telephone numbers and visit dates, to assist if contact tracing becomes necessary. Also maintain accurate work records of staff.

Cleaning Schedule

Between Customers/Frequent

- Common areas (door handles, payment machines)
- Customer touchpoints (chairs, sinks, mirrors)
- Restrooms

Daily

- Clean HVAC intake
- Launder all used capes and other cloth goods using the highest appropriate temperature setting and dry thoroughly.