



SUGGESTED GUIDELINES FOR PERSONAL SERVICES

FOR EMPLOYERS

- Ensure 6 feet between employees utilizing spaced stations. If this is not possible, install barriers
- Accept customers only by appointment
- Train employees on the importance of hygiene and sanitation
- Develop a protocol to screen employees upon entry or before they arrive at the facility
- Require symptomatic employees to stay home and recommend they be tested
- Require face coverings for employees (e.g. non-surgical masks, face shields)
- Wear gloves whenever possible
- Clean high-touch items after each use (e.g. door handles, chairs, shampoo bowls)
- Expand hours for services to limit customers in the facility at any one time
- Suspend cancellation policies

CUSTOMERS AND GUESTS

- Maintain social distancing
- Use hand sanitizers and wash hands in high-contact locations (e.g. register, entry, exit, bathroom)
- Do not come to an appointment if ill, symptomatic, or positive for COVID-19
- No guests should accompany the customer
- Require face coverings for customer (e.g. non-surgical masks, scarfs) and have unused face coverings available
- Consider specific hours for at-risk populations (e.g. elderly and those with underlying health conditions)
- Increase delivery, curbside pickup, to-go orders for all products (e.g. hairspray, shampoo, nail polish)

PRODUCTS AND SPACES

- Remove all unnecessary items such as magazines, newspapers, service menus, any other unnecessary paper products, and decor
- Wipe down all seats and tables
- Wipe reception desk with disinfectant
- Employees should frequently wash their hands after using the phones, computer, cash register, and/or credit card machine. Wipe these surfaces between each use
- The use of credit/debit transactions is preferred, using touch/swipe/no signature technology
- Clean and disinfect all retail areas daily, including products
- Clients should avoid touching products they don't intend to purchase
- Placement of visible and appropriate signage to communicate to the customer that thorough sanitation procedures are in place



SUGGESTED GUIDELINES FOR PERSONAL SERVICES

- Sanitize chairs, shampoo bowls, stations, treatment rooms, waiting areas, restrooms, break rooms, counters, tools, doors and doorknobs, light switches, and all other touchable surfaces in between each customer
- Product samples should not be offered until further notice
- Clearly post social distancing signage to advise employees and guests of requirements

RECOMMENDED

- Close regularly for deep cleaning
- Use plastic covering on cloth chairs that cannot be properly cleaned and disinfected
- Consider discontinuing use of paper appointment books or cards and replace with electronic options
- If available, wrap shampoo bowls in plastic and discard between each client

A number of associations and businesses have provided the state with guidance for their members and associates. These may be found at www.in.gov/backontrack/industryguidelines.htm.