



## REOPENING SALONS FAQs

The FAQs on this document relate to the information found on the [Industry Guidance For Safely Reopening: Personal Care Services](#) and may aide you in your reopening.

Additional resources can be found on the [Salon Leaders Toolkit](#) and [Stay Clean Stay Safe](#) publications.

This document is fluid and will continually be updated. Salons should be aware of any local requirements for reopening.

Last updated: July 7, 2020

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### Servicing Clients FAQs

#### Q: Can I provide esthetic/AP esthetic services (facials, eyelash extensions, facial waxing, etc.)?

Estheticians are not specifically excluded from the personal care services that can open. The guidance does not prohibit any services specifically. Services should be declined if adequate protection measures cannot be implemented.

Follow the personal care services guidance when providing services to customers.

If a customer is unable to wear a facial covering due to the service provided, the worker would be expected to wear a face shield in addition to facial covering. (Other barrier protection options (i.e. salon shields) are available and can also be considered)

The guidance wants added barrier protection (i.e. face shield) when a customer is not wearing a facial covering or there is face-to-face interaction. Optional barrier protection can be considered such as a portable shield that still provides the same level of barrier protection. The Key Requirements is listing both safeguarding options, but page 6 clarifies when face shields would be expected.

#### Q: Is blow drying hair allowed?

The use of blow dryers is not prohibited. However, every effort should be made to minimize air from blowing from one person directly at another individual. This would be the recommendation for fans such as pedestal fans and hard mounted fans in addition to blow dryers.

#### Q: Can I cut hair outside?

No, the salon license only covers areas of the business that were included and approved within the salon license application.

Per Minnesota Statute 155A.29, a person must not offer cosmetology services for compensation unless the services are provided by a licensee in a licensed salon.

#### Q: Can I double book clients?

The Industry Guidance does not prohibit double booking clients. When scheduling clients for services all guidelines must be met including 50% capacity, 6 feet social distancing, proper infection control, etc.

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## Personal Protective Equipment FAQs

### Q: What if I or my client do not want to wear a mask?

The preparedness plan guidance expects the client and service operator to wear a face mask. For clients who refuse to wear a face mask, the provider should consider not providing the service or the provider must wear a face shield and face mask.

### Q: My client cannot wear a mask, what should I do?

A facial covering cannot be required if the customer is not able to wear it for medical reasons or if the customer is a child less than 2 years of age. The worker would then be required to wear a face shield over a mask or utilize a protective barrier that will provide the same level of protection.

### Q: How can we cut hair with someone wearing a mask?

There are mask designs that loop around the ears vs. being tied around the neck and back of the head. The design that loops around the ears would allow for hair cutting.

Feedback had been received from those in the hair salon profession that this could be a workable option.

### Q: Can clients take off their mask for services where a mask might interfere?

Referencing the preparedness plan guidance, a face-covering is required when working with customers. A face shield is required, in addition to a face covering when:

- the service being performed requires the removal of the customer's face-covering
- the service provided involves face-to-face interaction
- the customer is not able to wear a face-covering (such as for medical reasons)

A service that involves face-to-face interaction cannot be offered, if it cannot be performed, while the worker is wearing a face covering and face shield.

### Q: Do I need to wear a face mask and a face shield?

Referencing the preparedness plan guidance, a face covering is required when working with customers. A face shield is required, in addition to a face covering when:

- the service being performed requires the removal of the customer's face covering
- the service provided involves face-to-face interaction
- the customer is not able to wear a face-covering (such as for medical reasons)

A service that involves face-to-face interaction cannot be offered, if it cannot be performed while the worker is wearing a face-covering and face shield.

### Q: I have a medical condition that prevents me, the service provider, from wearing a mask. What are my options?

An employer can require appropriate protective equipment to be worn by workers. If you have a medical reason that prevents you from wearing a face-covering, then you can't be forced to wear one and may need other reasonable accommodations. A notification from an appropriate healthcare provider would be needed to support the medical reason against wearing a facial covering.

Face-coverings are part of current recommended guidance to prevent transmission of the COVID virus, so it would not be unreasonable for an employer to require workers to use a facial covering.

**Q: Am I required to wear gloves while performing a manicure or pedicure?**

Proper handwashing is acceptable for performing these services. Services such as manicures and pedicures can be provided with additional protection by licensees properly donning and doffing gloves.

**Q: Do nail techs need plexiglass or a sneeze guard between the nail tech and client?**

Per the *Industry Guidance for Safely Reopening: Personal Care Services*, consider installing a plastic partition between the worker and the client with ample space cut out where the hands/feet can be slid through and allow for a manicure/pedicure to be conducted.

**Q: What is considered a face covering? Can I wear a face shield instead of a mask?**

The *Industry Guidance for Safely Reopening: Personal Care Services* requires workers and clients to wear masks at all times. For services where the client cannot wear a mask, the worker should add a face shield in addition to their mask. The guidance does not allow for the choice of a face shield instead of a face mask.

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**Salon Facility FAQs****Q: How do I know what my maximum occupant capacity is? How do I determine percent capacity?**

The State Fire Marshal has provided a guidance sheet on their website, [click here](#) for Salons and for percent capacity determination.

Based on the sheer amount of inquiries received, the Board cannot calculate your individual salon's maximum occupant capacity.

**Q: What if I don't have a whole number after I calculate 50% Can I round up?**

When occupant loads are calculated in the fire and building codes, fractions are rounded to a whole number since there's no such thing as a fraction of a person. The code does not give specific guidance on whether one is to round up or round down, so this decision is left to the code official. Traditionally, the State Fire Marshal Division rounds up when calculating occupant load.

**Q: Does the maximum occupant capacity include both clients and licensees/staff?**

No, maximum occupant capacity is only for customers or clients.

**Q: Can children come in with a parent for services? Do they count as one or two people when calculating maximum occupant capacity?**

Yes, you may provide services to children with a parent present. The Industry Guidance for Safely Reopening: Personal Care Services (Page 5) states: "Limit the number of customers or clients allowed within the business at one time." and it also states, "Limit the number of children allowed within the business at one time."

In addition, Phase III guidelines require a maximum of 50% of your salon's occupant load capacity regarding the number of clients allowed within the business space at a given time. It may be helpful to refer to this number to verify if your capacity limits would allow 2 clients (one parent and one child) without exceeding the limit or affecting other scheduled appointments.

**Q: I work in a suite-style salon. How do I figure out my maximum occupant capacity?**

The Minnesota State Fire Marshal has updated the [fire code guidance for salons](#) accordingly.

Per the State Fire Marshal, maximum occupant capacity is determined by the number given on the fire code certificate issued. Suite style or open floor plans are treated the same, unless a suite was issued an individual fire code (verify with the local fire marshal). Therefore, they must follow and manage scheduling business to the 50% maximum occupant capacity.

**Q: My stations are less than 6 feet apart. What can I do?**

The capacity restrictions are still limited by the ability to maintain the 6 feet distancing. Added barrier protection is recommended to provide additional personal protection. In this situation, the salon would need to utilize every other station or one of the services would not be able to be provided.

**Q: Does the six feet apply if customers are related such as a child and parent?**

Distancing guidelines are not applicable, assuming no one is sick, for members of the same family living in the same household. However, please limit contact and maintain distancing with those living outside your household.

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**Reopening Requirements FAQs****Q: If I do not want to open my salon yet, do I have to?**

No, while the guidance did allow for salons to open on June 1 with certain modifications, it does not require that salons open on that date. Salons may choose to make a business decision to delay their reopening.

**Q: I work in a nail salon. Can all salons open or only hair salons?**

All salons, including nail salons, can open on or after June 1 if they meet the reopening requirements.

**Q: Do we need to have a BARBICIDE® certificate to reopen or work at a nail salon?**

No, a BARBICIDE® certificate is not required.

**Q: Can we use disinfecting spray at the salon if we can't find disinfecting wipes?**

Part of safely reopening your salon is ensuring an appropriate stock of cleaning and disinfecting agents. While wipes are a commonly sought-after product, spray disinfectants are an alternative.

Per rule, only hospital-level, EPA-registered disinfectants that are labeled as bactericidal, viricidal, and fungicidal may be used. Alcohol is not an acceptable disinfecting agent. Bleach products must have an EPA registration for hospital-level disinfection.

Salons and operators may need to look beyond their regular suppliers to obtain the necessary supplies to safely reopen. Disinfectants can be purchased at hardware stores, grocery retailers, online suppliers, and many more retailers. It should also be noted that supply and stock changes daily. Speaking with the retailer themselves could provide insight about certain times of product availability.

**Q: Do I need to submit my COVID-19 Preparedness Plan to the Board or any other state agency?**

Your business will have to prepare a COVID-19 Preparedness Plan that is posted at your workplace in a readily accessible location. The Plan does not need to be submitted for review prior to opening. The Plan will need to be made available upon request.

### **Q: Are the guidelines for reopening laws or recommendations?**

The *Industry Guidance for Safely Reopening: Personal Care Services* are specifically addressed in EO 20-63.

EO-20-63 Section 7C vii. states:

Barbershops, salons, and other Establishments Providing Personal Care Services may reopen to the public and resume services in accordance with the following requirements:

- A. All establishments must adhere to the applicable guidance available at DEED's guidance website (<https://mn.gov/deed/guidance>), as well as the requirements set forth in paragraph 7.e, including development and implementation of a COVID-19 Preparedness Plan.
- B. Occupancy of any indoor space must not exceed 50 percent of the normal occupant capacity as determined by the fire marshal.
- C. Workers, customers, and clients must follow face-covering requirements as set forth in the applicable guidance available at DEED's guidance website (<https://mn.gov/deed/guidance>).

You can review [Executive Order 20-63](#) for details along with any consequences of willfully violating the order.

### **Q: Am I required to take an employee's temperature as part of a health screening before allowing them to work?**

No, [EO 20-56](#), [EO 20-48](#), nor does the Board of Cosmetology require temperature checks as part of the health screenings. This would be a business decision and included in your COVID-19 Preparedness Plan.

### **Q: Are clients required to sign a waiver or consent form to protect the salon owner from liability if an employee contracts COVID-19 during re-opening?**

The Board of Cosmetology does not have a waiver or consent form. You may want to reach out to your attorney or contact the Minnesota Department of Employment and Economic Development (DEED).

### **Q: Does a solo practitioner or independent contractor need their own preparedness plan? Should each renter have their own preparedness plan?**

Per Executive Order, all businesses need to prepare and implement a COVID-19 Preparedness Plan. If you are a solo practitioner, you would need your own preparedness plan. If you are contracting under a larger entity, you would be under their preparedness plan.

### **Q: What if an employee or client that has visited my salon tests positive for COVID-19? What happens next?**

If a salon knows that an employee or a client has a confirmed case the salon would need to notify workers who were scheduled during that day/time, to have them seek medical advice on what to do. This could include self-quarantine and monitoring of symptoms, and possibly testing for COVID-19 infection.

For salon workers, refer to your Preparedness Plan as there may additional requirements for your salon. It can also be noted that Page 5 of the *Industry Guidance for Safely Reopening: Personal Care Services* requires the salon to "Collect the client's first and last name, telephone number, and record appointment date and time when providing a service. This is to ensure that the client can be contacted in the event a potential exposure is subsequently identified."

MDH is notified of confirmed COVID-19 cases by the healthcare provider or the testing lab however they have requested for individuals to voluntarily report positive COVID-19 cases to expedite case investigation. Check the web-page that provides information on how to [report](#) a COVID case.

**Q: If an employee or client tests positive for COVID-19 will my salon need to close?**

The salon does not necessarily need to close operations, if they can close off affect areas. Salon leadership is directed to follow [the guidance for cleaning and disinfecting an area with a COVID-19 case](#).

Per the CDC guidance, cleaning and disinfecting your building or facility if someone is sick may include:

- Close off areas used by the person who is sick.
  - Companies do not necessarily need to close operations, if they can close off affected areas.
- Open outside doors and windows to increase air circulation in the area.
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait if possible.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- [Vacuum the space](#) if needed. Use vacuum equipped with high-efficiency particular air (HEPA) filter, if available.
  - Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.
  - Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
- Once area has been appropriately disinfected, it can be opened for use.
  - Workers without close contact with the person who is sick can return to work immediately after disinfection.
- If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
  - Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

**Q: When can nursing homes/senior living facilities/long term care facilities open?**

Please contact the nursing home/senior living facility/long term care facility in which you work for further guidance.

**Q: Where can employees report violations regarding their employer?**

If you believe your employer has violated the Industry Guidance and is not providing you a safe work environment, you may file a complaint with Minnesota OSHA (MNOSHA) Compliance. Contact MNOSHA Compliance at [osha.compliance@state.mn.us](mailto:osha.compliance@state.mn.us), 651-284-5050 or 877-470-6742 with questions.

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**Miscellaneous FAQs**

**Q: What if I have additional questions?**

If you have additional questions about Safely Returning to Work or other COVID-19 topics, please use this [form](#).

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