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.