

## Information for Providers of Personal Appearance Services - Coronavirus (COVID-19)

All persons have a responsibility to stop or reduce the spread of coronavirus (COVID-19). This fact sheet has been developed to assist operators of businesses providing personal appearance services in implementing effective measures to ensure staff and patrons are aware of good hygiene practices and take all reasonable and practicable measures to maintain a healthy environment.

### What are coronaviruses?

Coronaviruses are a family of viruses that are found in humans and many different species of animals such as cats, bats and cattle. There are many different coronavirus related illnesses such as Severe Acute Respiratory Syndrome (SARS) and Middle East Respiratory Syndrome (MERS). Rarely, coronaviruses can spread from animals to humans, and consequently spread from humans to humans. COVID-19 is a novel coronavirus first discovered in Wuhan City, China in December 2019 and is the subject of this fact sheet.

### What are the symptoms of COVID-19?

Symptoms of COVID-19 can range from a mild cough to pneumonia. According to the World Health Organisation (WHO), in mild or moderate cases, symptoms include:

- fever
- sore throat
- dry cough
- shortness of breath

While these symptoms mimic those of the common flu, COVID-19 can cause more serious symptoms in some people. In severe cases the infection can cause pneumonia, severe respiratory symptoms, kidney failure or death. It is still unclear why some people get more serious infections than others. However, it does appear that people in high-risk groups, such as elderly people or those with pre-existing medical conditions, have a higher chance of having severe symptoms from COVID-19.

### How is COVID-19 spread?

According to the Australian Government Department of Health, evidence indicates that the virus spreads from person to person.

COVID-19 can be spread from human to human through:

- direct or close contact with a person who is infected
- direct contact with droplets from an infected person's cough or sneeze
- directly touching objects/surfaces that have cough or sneeze droplets from an infected person on them, and then subsequently touching the mouth or face.

### How does COVID-19 affect the personal appearance services industry?

Currently, the greatest risk of spreading COVID-19 is through direct contact with an infected person or droplets from their cough or sneeze. This means that businesses providing personal appearance services need to be extremely diligent with maintaining health and hygiene procedures.

### How to prevent the spread of COVID-19 in your personal appearance service business

Creating and implementing robust personal hygiene and cleaning practices is vital to maintaining a hygienic and safe environment, not only for members of the community attending your facility but for your staff as well. Increasing everyone's knowledge and awareness on how COVID-19 is spread and what they can do to protect themselves and others is our best defence.

## Managing Staff and Client Health

It is imperative that all staff members follow proper hygiene protocols and the procedures for reporting illnesses at work. Staff that return from overseas travel or have been exposed to a person that has coronavirus are to self-isolate for fourteen days and must not return to work until after this isolation period. Staff returning to work after isolation must be symptom free.

Staff that have or develop symptoms of the virus must not attend work or immediately remove themselves from the workplace, advising their employer that they are experiencing symptoms (preferably by electronic media rather than face-to-face). A medical clearance from a registered medical practitioner is required prior to staff members returning to work. Businesses should keep records of staff attendance and absenteeism to assist with outbreak investigations.

Keep in mind that it isn't just staff that could spread the virus at your premises. Clients with coronavirus can leave infected saliva or mucus droplets on surfaces when they cough or sneeze, putting staff and other customers at risk of contracting the virus.

Staff should screen all bookings from clients and determination should be made by staff taking the booking as to whether or not the person poses a risk of transmitting the virus. A pre-booking questionnaire will assist with this. Example questions to incorporate into a pre-booking questionnaire include, but are not limited to:

- Have you have returned from overseas in the past 14 days and have you developed respiratory illness with or without fever?
- Have you been in close contact with a confirmed coronavirus case in the past 14 days and have you have developed respiratory illness with or without fever?
- Are you experiencing any flu like symptoms such as coughing, sore throat, fatigue or shortness of breath?

Bookings should be declined or conditioned accordingly (i.e. medical clearance required prior to the appointment). Whilst taking face-to-face bookings, staff should ensure social distancing measures are implemented (i.e. maintain a distance of 1.5 metres from clients and customers to avoid queuing or maintain a 1.5 metre separation).

Additional measures that should be implemented include:

- assigning roles to staff members to ensure commonly touched surfaces are frequently cleaned and disinfected (i.e. door handles of main doors to the building as well as procedural equipment, such as chairs including armrests, trolleys, benches, tap levers, amenity facilities, controls to light switches, air-conditioning units and other electronic devices, handsets to phones, headsets, POS systems, computer keyboards and mice\*.
- disposable gloves are to be used when undertaking cleaning activities and these, along with cloths, wipes or paper towel, are to be disposed of appropriately immediately after use. Waste does not need any additional handling or treatment measures.
- cleaning equipment including mop heads and cloths should be laundered using hot water and completely dried before re-use. Cleaning equipment, such as buckets, should be emptied and cleaned with a new batch of disinfectant solution and allowed to dry completely before re-use.
- all hand wash soap, paper towel, and hand sanitiser usage should be monitored and regularly replenished. Place all used disposable gloves, facemasks, and other contaminated items in a lined container before disposing of them with other household waste. Clean your hands (with soap and water or an alcohol-based hand sanitiser) immediately after handling these items. Soap and water should be used preferentially if hands are visibly dirty. Monitor waste levels and adjust frequency of waste removal as necessary.

**\*Please note:** Electronic devices should be cleaned with a suitable product designed for the intended use and in accordance with the manufacturers' instructions. Do not directly spray disinfectant on these surfaces. Wipe over with a 'just damp' paper towel moistened with disinfectant. Do not clean mobile phones whilst charging- unplug the phone beforehand. Discard the paper towel immediately after use.

## Frequently Asked Questions

### Q. What else can I be doing to help prevent the spread?

A. In addition to the above, the following actions should be taken:

- displaying signage and education material in various locations throughout the premises, including at entrances, reminding people of good hand hygiene and cough/sneeze hygiene practices. Businesses should also recommend that persons exhibiting symptoms refrain from entering the premises.
- reducing the risks associated with handling money by either having a dedicated money handler or ensuring staff wash hands (remove gloves first if being worn) between handling money and handling food. Cashless transactions are preferred during this time. Buttons on eftpos machines should also be cleaned and disinfected on a regular basis.

### Q. Will my disinfectant normally utilised by the business be able to kill coronaviruses (COVID-19)?

A. Other than 70% alcohol and 1000ppm chlorine solution, it is currently unknown which chemical sanitisers are effective in killing the virus but you should continue to clean and sanitise as usual during this time. Please be advised that 'spray and wipe' cleaners are not likely to be effective in killing the virus, however these are suitable for cleaning surfaces prior to the application of a suitable sanitiser or disinfectant. It is recognised that there may be a shortage or lack of access to commercial disinfectants or sanitisers at this time. Methylated spirits diluted with water at a ratio of 70:30 (70% methylated spirits to 30% water) may be used in place of a commercial product where required to achieve a solution that is 70% alcohol based. Solutions containing more than 90% alcohol must not be used for disinfecting surfaces as water is required to de-nature virus cells and render them inert. Methylated spirits solutions must not be used on any surfaces that may contact the mouth of staff or clients as methylated spirits is toxic when ingested.

### Q. How do I implement social distancing within my Personal Appearance Business?

A. Social distancing is important to reduce the spread from person to person. You can stagger the number of bookings taken for similar timeslots to limit the number of persons present within your business at one time. If this is not possible then provide distance (minimum 1.5 metres) in between clients within waiting areas. Ensure that all procedure cubicles or chairs/tables are at a suitable distance from one another (minimum 1.5 metres) to reduce the spread from person to person. Always be mindful to maximise the space between you and your client whenever it is possible to do so. (i.e. in between activities or when preparing equipment).

### Q. Should I wear a facemask when performing procedures on clients?

A. You do not need to wear a mask if you are healthy, however this is a decision for your business. While the use of masks can help to prevent transmission of disease from infected patients to others, masks are not currently recommended for use by healthy members of the public for the prevention of infections like coronavirus. All standard precautionary personal protective equipment and work practices typically utilised during daily procedures should remain in place (i.e. wearing gloves, eyewear).

### Q. What additional cleaning should I be undertaking in between clients?

A. Terminal/cubicle cleaning in between each client requires both thorough cleaning and disinfection for environmental decontamination. Cleaning is an essential part of disinfection and the presence of organic matter can inactivate many disinfectants. Therefore thorough cleaning will reduce the soil load, allowing the disinfectant to work. Removal of germs such as the virus that causes coronavirus illness (COVID-19) requires thorough cleaning followed by disinfection. The length of time that SARS-COV-2 (the cause of COVID-19) survives on inanimate surfaces will vary depending on factors such as the amount of contaminated body fluid – such as respiratory droplets – present and environmental temperature and humidity. In general, coronaviruses are unlikely to survive for long once droplets produced by coughing or sneezing dry out.

Linen used during procedures must be washed thoroughly after each use.

- Immediately remove and wash any linens that have blood, stool, or body fluids on them.
- Wear disposable gloves while handling soiled items and keep soiled items away from your body. Clean your hands (with soap and water or an alcohol-based hand sanitiser) immediately after removing your gloves.

- Read and follow directions on labels of laundry or clothing items and detergent products. In general, use a normal laundry detergent according to washing machine instructions and dry thoroughly using the warmest temperatures recommended on the clothing label.

Vomit can produce aerosols suspended in the air and fall onto food or surfaces. If a person vomits in your premises, all people should be restricted from the area and the area cleaned immediately. Persons cleaning vomit or faeces should wear gloves, an apron, and a mask. Paper towels should be used to soak up excess vomit and faeces and disposed of in a leak proof plastic bag. The area should then be cleaned with detergent and warm water using a disposable cloth that is discarded into a leak proof plastic bag. Once cleaned of all visible matter, the area will need to be disinfected using a suitable disinfectant product.

If your business has contact with a person confirmed positive for COVID-19, be prepared to follow the cleaning guidelines in the link below, contacting Environmental Health for support should you need it:

<https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf>

**Q. Where can I get the latest information or further advice?**

**A.** To keep up-to-date with current advice and directives from the Federal and State Governments, please refer to the following links:

Department of Health's website: <https://www.health.gov.au/>

Queensland Health's website: <https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19>

For further information or assistance, please contact:  
Council's Environmental Health Section on **1300 79 49 29** or  
Queensland Health on **13 74 68**.