

GETTING BACK TO WORK IN NEVADA

SKIN CARE SALONS

Your business may look very different as it begins to recover from COVID-19 impacts. To move forward, your business will need to adapt to new safety and health guidelines and respond to new and increased expectations from staff and customers. New practices and guidelines will become commonplace in order for customers to feel safe.

To help you get started we have put together this tip sheet that focuses on four important areas: **Requirements, React, Recover, Be Resilient**. We conclude the tip sheet with a list of **Resources** to help you.

REQUIREMENTS: *Nevada Phase 1 & 2 Reopening*

On June 25, 2020 Nevada Governor Steve Sisolak [announced](#) a **mandatory face covering policy**. The [directive](#) requires that face masks or coverings must be worn by employers, employees and visitors/customers in all public spaces. Businesses are required to inform customers of the requirement and mandate the use of face coverings prior to entry into their establishments. The mandate [guidelines](#) will be enforced by Nevada OSHA.



Nevada Governor Steve Sisolak announced *The Roadmap to Recovery for Nevada: Phase 1* on May 7, 2020 and *Phase 2* on May 26, 2020.

Skin Care Salon were authorized to reopen in Phase 2 (starting May 29, 2020) with the following restrictions:

- Partitions or walls between each chair/workstation are required or stations must be arranged so that a minimum of 6 feet of separation between clients is maintained
- Estheticians, technicians and employees may only service one client at a time
- Do not accept walk-in clients or require walk-in clients to leave phone number and wait outside for next available technician
- Clients waiting for appointment must wait outside and practice social distancing
- Stagger appointments or have clients wait in their car until technician is ready
- Estheticians, technicians and employees must wear face coverings. Clients should wear face coverings to the extent practicable
- Require employees to stay home if symptomatic and conduct daily symptom assessments
- Require regular hand washing and require clients to wash or sanitize their hands upon entering. Do not shake hands, greet clients in another manner
- Remove any magazines, candy dishes, and coffee pots
- Encourage clients to utilize online or touchless payment methods
- Post informational signs regarding social distancing, face coverings, and what to do if symptomatic
- Put any new policies and procedures for staff and clients in writing

July 16, 2020

Sanitation Guidelines:

- All establishments must adhere to enhanced sanitation guidelines published by the Nevada Board of Cosmetology (see RESOURCES for link).
- Sanitize tools and stations after each client
- Skin care tools and implements must be disinfected by:
 - Removing all visible debris
 - Cleaning with soap and water
 - Submerging or spraying and wiping with an EPA registered disinfectant (see RESOURCES for link)
 - Ensure items stay wet or submerged for the required time
 - Rinse, dry, and store in a clean, closed container
- Towels, capes, and drapes must be laundered in hot water and detergent, dried immediately on the hot cycle, and stored in dust-free cabinets
- Daily deep disinfection of high contact surfaces such as door handles, light switches, railings, cabinetry, phones, tables, and countertops
- Ensure single use items including wax strips, palette tape, disposable applicators and brushes are thrown away after one use

REACT: *Get ready to open your doors again!*

Be Prepared – Based on the above guidelines, below is a checklist of what you might need or find helpful to purchase or prepare as you reopen. **Always check with the state, your county, and your local health district for current operating guidelines because local jurisdictions can impose stricter requirements:**

- Masks for employees and customers
- Face shields for employees, where applicable
- Gloves for employees
- EPA-approved COVID-19 cleaners & disinfectants (See RESOURCES for link)
- Additional storage containers for products & tools
- Sufficient supply of clean towels, capes, and drapes
- Touchless thermometers
- Touchless hand sanitizer stations
- Touchless payment systems
- Plexiglass/clear acrylic partitions for use between chairs/workstations & checkout
- Positioning of chairs/workstations to accommodate social distancing
- Sufficient supply of one-use items
- Sufficient supply of tools and implements to always have clean items available
- Close off in-house waiting area
- Remove all magazines and non-essential items from waiting area
- Tape or indicate 6-foot distances for outside waiting area
- Tape 6-foot distances on floors in any queue areas
- Eliminate test products

RECOVER: *Expect new ways of doing business. The new nail care experience.*

Reopening requires businesses to adapt to new operating requirements that include the above social distancing and enhanced health and safety guidelines. Some best practices and tips that may help implement the new guidelines include:

Operations

- Deep clean your salon before the initial reopening and then daily upon reopening
- Maintain regular housekeeping practices for high contact surfaces; it is recommended to routinely clean dirty surfaces first with soap and water and then use US EPA-approved COVID-19 disinfectants to limit the spread of the virus
- Establish new operating hours to allow for cleaning between each client and deep clean at night
- Implement separate operating hours for the elderly and vulnerable customers
- Provide touchless hand sanitizer stations for employees and guests, particularly at entry points
- Consult the [Nevada State Board of Cosmetology](#) for disinfection information and an inspection [checklist](#)
- Frequently disinfect hard surfaces such as reception desk and tables
- Disinfect client service chairs/workstations between clients
- Have a dedicated staff member assigned to sanitize each tool, product bottles, service and reception areas once guests have departed
- Skin care station tools should be new, never used or cleaned and disinfected then stored in a closed lid container between clients
- Launder all towels and linens between clients following state regulations and completely dry items and store in closed, covered cabinets
- Throw away one use items such cotton swabs, gauze, and finger cots
- Touchless Payment:
 - Consider installing and using a touchless, non-signature payment system
 - Consider having customers pay through an app on their phones

Employees

- Check staff for COVID-19 symptoms and use no touch thermometers to conduct pre-shift employee temperature checks; do not allow anyone with a temperature over 100.4F degrees to work. Keep a log.
- Provide and require employees to wear face masks
- Provide employees with gloves to wear and/or provide instruction on proper hand hygiene to practice between interactions with each client

Guests

- Provide and require customers to wear masks unless it is a facial skin care treatment
- Provide signage and encourage clients with COVID-19 symptoms or exposures to reschedule appointments after the appropriate time period
- Use no touch thermometers to check clients for temperatures and do not allow anyone with a temperature over 100F degrees to enter; advise guests with a fever to seek medical treatment
- Mark off six-foot distances on the floor to maintain space at the checkout payment station

BE RESILIENT: *This is all new. Adapt as necessary. Let's stay in business together.*

Business basics will be more important than ever. Evaluate your profit and loss statement. Look for ways to reduce operating costs. Analyze your cash flow and breakeven to evaluate the impacts of the new guidelines and best practices on your operations. As Nevada reopens in phases, you may need to continually adjust your operations. Here are a few things to think about:

Get Help

- Contact a business development counselor at the Nevada SBDC by calling 800.240.7094 – we can help you assess your operations and decide on best strategies for your business
- For questions about cleaning and disinfecting, strategies to control new waste streams, or other environmental questions, contact an environmental business advisor at BEP at 800.882.3233.

Communicate

- Keep communicating with your customers on social media and your website with announcements about your reopening, make sure they know you are not shut down for good
- Be open about the measures you are taking to meet the Phase 1 and 2 reopening guidelines; consider signage at your entrance so customers can be aware of the steps you are taking
- Provide signage in the shop and on your website to let your customers know what you are doing to prevent the spread of COVID-19 and to meet new industry guidelines
- Be patient, communicate openly with staff while waiting for customers to return

Expanded Services

- Consider offering an on-line appointment platform for your clients
- Consider offering service or product sales that are an “add-on” to scheduled services to reduce client visits and PPE/disinfection cycles
- Offer hours of business that are most popular or stagger days and schedules to offer services that closely match clients’ schedules
- Offer gift cards
- Increase your retail and offer product kits and product discounts to reduce inventory and satisfy customer needs

Potential Cost-Saving Measures

- Revamp and simplify your product offerings to increase margins, minimize product expiration
- Reduce hours to minimize utility bills and increase time for cleaning
- Only turn on utilities that are needed – do not use all fans, lights, or air conditioners in the restaurant when fewer people are seated

Creative Marketing

- Update or redesign your website; make sure it is mobile friendly
- Use micro social media and focus more on the immediate neighborhood in order to bring in local clients
- Advertise through local homeowner associations
- Consider starting or expanding client referral programs

RESOURCES

Below are additional resources to help you react, recover, and be resilient in the face of COVID-19.

Nevada SBDC Small Business Recovery Procurement List

<https://docs.google.com/spreadsheets/d/e/2PACX-1vRaNqMHmNRt3ZAIsoivMUghuvuZBOsNx8d6WG-S7HVjfPlsqrb5HfYXd6OCl2-9FA/pubhtml>

US EPA List N: Disinfectants Approved for Use Against SARS-CoV-2

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Center for Disease Control (CDC) Guidance for Businesses and Employers

<https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html>

Nevada Health Response | COVID-19 in Nevada

<https://nvhealthresponse.nv.gov/info/business/>

Nevada Department of Business & Industry, Occupational Safety & Health Administration

<http://dir.nv.gov/OSHA/Home/>

Nevada Governor's Office of Economic Development

<https://www.diversifynevada.com/covid-19-reopening-guidance-and-assistance/>

Nevada Board of Cosmetology Covid-19 Information

<https://sites.google.com/nvcosmo.com/nevada-board-of-cosmetology/home/board-of-cosmetologys-covid-19-information>

Nevada Board of Cosmetology Enhanced Sanitation Guidelines in Response to COVID-19

<https://drive.google.com/file/d/1nnK9pPFr3nWWGtqyGxq7HdEfVHvyUBah/view>

International Salon Spa Business Network

<https://salonspanetwork.org/category/covid19/>

Small Business Federal Financial Assistance

<https://www.coronavirus.gov/smallbusiness>

Association of Small Business Development Centers | COVID-19 Small Business Resources

<https://americassbdc.org/covid19/>

This tip sheet will be updated as new information becomes available.

Stay Safe to Stay Open Nevada!

The Nevada Small Business Development Center (SBDC) guides and assists Nevadans looking to start and grow businesses. We are available to counsel on business planning and management issues raised in this tip sheet. One-on-one counseling services are free and confidential.

The Business Environmental Program (BEP) is affiliated with the Nevada SBDC and provides free and confidential environmental compliance and management assistance and can help your business think about cleaning and waste issues. Our focus is on making Nevada's businesses stronger and more environmentally responsible.

DISCLAIMER: This guidance document is intended as general information and is not provided nor intended to act as a substitute for legal advice or other professional services. The Nevada SBDC advises the regulated business community to read all applicable regulations and to check with state and local authorities, including local health districts, for the latest in guidelines and requirements for businesses reopening during the COVID-19 pandemic. This tip sheet is funded, in part, through a Cooperative Agreement with the US Small Business Administration and funding support from the Nevada Division of Environmental Protection. All opinions, conclusions, and/or recommendations expressed herein are those of the author(s) and do not necessarily reflect the views of the SBA.