

South Africa

Disaster Management Act, 2002

## Directions to Provide Protocols to Mitigate and Manage the COVID-19 Outbreak Amongst Employees and Customers in the Personal Care Services Industry (Alert Level 3)

Government Notice R696 of 2020

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Directions to Provide Protocols to Mitigate and Manage the COVID-19 Outbreak Amongst Employees and Customers in the Personal Care Services Industry (Alert Level 3)

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## South Africa

### Disaster Management Act, 2002

# Directions to Provide Protocols to Mitigate and Manage the COVID-19 Outbreak Amongst Employees and Customers in the Personal Care Services Industry (Alert Level 3)

## Government Notice R696 of 2020

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**Assented to on 18 June 2020**

**Commenced on 19 June 2020**

*[This is the version of this document from 19 June 2020.]*

I, Khumbudzo Ntshavheni, MP, the Minister for Small Business Development, in terms of the Regulations published in Government Gazette No. 43364, Government Notice No. 608 of 28 May 2020, and made in terms of [section 27\(2\)](#) of the Disaster Management Act, 2002 ([Act No. 57 of 2002](#)), hereby issue the Directions set out in the Schedule hereto in order provide protocols to mitigate and manage the COVID-19 outbreak amongst employees and customers in the personal care services industry, as per Table 2 (7) of Alert Level 3 Regulations, which specifies that the Directions of the relevant Cabinet member (herein the Minister for Small Business Development) may identify categories of services, in consultation with Cabinet member responsible for health (Minister of Health) as safe to resume, under specified conditions.

Khumbudzo Ntshavheni, MP

Minister for Small Business Development

### *Definitions*

1. In these Directions, a word or expression bears the meaning assigned to it in the Regulations promulgated in Regulations published in Government Gazette No. 43364, Government Notice No. 608 of 28 May 2020, and made in terms of section 27(2) of the Disaster Management Act, 2002 ([Act No. 57 of 2002](#)), and unless the context otherwise indicated
2. "Regulations" means the regulations published in Government Gazette No. 43364, Government Notice No. 608 of 28 May 2020.

### *Scope*

3. These Directions are issued in order to assist categories of services under the Personal Care Service industry that are deemed as safe to resume operations and specify conditions (protocols) under which such services may operate.
4. The permitted services under this Directions may only commence with operations upon ensuring full compliance with the relevant protocols for their services.
5. The categories of services that are deemed safe to resume operations are the following-
  - a) Hairdressing;
  - b) Barbering;
  - c) Nail and toe treatment;
  - d) Facial treatment and make - up;

- e) Body massage; and
- f) Tattooing and body piercing.

### *Protocols for the permitted personal care services*

## **1. Objectives of the protocols**

- 1.1 The objectives of these protocols is to assist employers to establish an environment that mitigates the spread of Covid 19, which if properly implemented and complied with, would assist with the sustainable of health and safety of the employees and customers in the personal care services industry.
- 1.2 These protocols have been developed to provide a framework to mitigate and manage the COVID-19 outbreak amongst employees and customers in the personal care services industry.

## **2. Scope**

- 2.1 These protocols apply to the personal care services industry, employees and customers to prevent the exposure to COVID-19.
- 2.2 These protocols are issued in order to assist personal care services industry (formal and informal), to comply with the Lockdown Regulations.

## **3. Protocols**

- 3.1 The developed protocols for COVID-19 operations will apply to the personal care industry (formal and informal) in Level 3 and in particular the following subsectors:
  - 3.1.1 Hairdressing;
  - 3.1.2 Barbering;
  - 3.1.3 Nail and toe treatment;
  - 3.1.4 Facial treatment and make-up;
  - 3.1.5 Body massage; and
  - 3.1.6 Tattooing and body piercing.
- 3.2 In the following areas:
  - 3.2.1 Formal salon premises; and
  - 3.2.1 Informal salon premises (in-buildings and public spaces/ open air);
  - 3.2.3 Formal tattooing and body piercing studios; and
  - 3.2.4 Informal tattooing and body piercing studios
- 3.3 All personal care businesses will comply with all applicable COVID-19 State of Disaster Regulations, Guidelines, Notices, Directives and Protocols as issued by the Department of Small Business Development (DSBD) in respect of operations, employees and the workplace.
- 3.4 These protocols apply to formal and informal salons for hair, face, nails, body treatments and tattooing. These protocols do not replace the Regulations and Directives issued. They put in place additional guidelines to ensure that those providing or obtaining personal care services do so in a manner that minimises the risk of transmission of SARS-CoV-2 virus causing Covid-19 disease.

- 3.5 Furthermore, all personal care businesses which are allowed to operate, will adhere to the following basic principles applicable to all salons
  - 3.5.1 Hand washing;
  - 3.5.2 Social distancing between customers and staff wherever possible;
  - 3.5.3 The use of cloth masks at all times, and more protective masks for close facial contact and
  - 3.5.4 Cleaning and disinfecting of touch areas and equipment.
- 3.6 Standard operating procedures for formal salons
  - 3.6.1 Handwashing or sanitizing
    - 3.6.1.1 Provide a hand sanitizing / hand washing station for customers before they enter the business premises
    - 3.6.1.2 Wash hands with fresh warm water and soap/ sanitize hands before and after serving a client;
    - 3.6.1.3 Sanitize/ wash hands after handling cash; and
    - 3.6.1.4 Encourage contactless payment where possible.
  - 3.6.2 Cleaning of premises and equipment
    - 3.6.2.1 Premises must be cleaned before and after use;
    - 3.6.2.2 Disinfect common areas before and after use including after serving each customer;
    - 3.6.2.3 Sanitize or wash with soap each equipment or tool before and after each use;
    - 3.6.2.4 All bottles with products must be wiped down with a 70% alcohol solution after serving each customer and at the end and beginning of each business day;
    - 3.6.2.5 Fresh and clean towels must be used for each customer; and
    - 3.6.2.6 Keep windows / doors open, if possible, to ensure adequate ventilation;
  - 3.6.3 Personal garment and Personal Protective Equipment (PPE)
    - 3.6.3.1 Arrange adequate PPE for employees (including visors and face masks if required);
    - 3.6.3.2 Masks must be worn at all times in line with the Guidelines of the Department of Health;
    - 3.6.3.3 The stylist must also wear a face shield/ visor that must be cleaned after serving each customer;
    - 3.6.3.4 The mask must be worn as per the Guidelines of the Department of Health;
    - 3.6.3.5 No customer will be served without wearing a mask;
    - 3.6.3.6 Aprons must be changed after serving each customer and re-use can only be done after the apron has been washed with water and soap; and
    - 3.6.3.7 Where gloves are required for treatments, they should be changed after each client and should not be shared under any conditions;
  - 3.6.4 Social distancing
    - 3.6.4.1 Encourage pre-booking appointments to avoid long queues and waiting period;
    - 3.6.4.2 Queuing customers must maintain 1.5-meter distance between each other;

- 3.6.4.3 Salons must only allow customers inside if the 1.5-meter distance can be maintained; and
- 3.6.4.4 1.5 meter distances must be clearly marked/ demarcated at waiting areas.
- 3.6.5 Compliance
  - 3.6.5.1 Explain new procedures and schedules to all employees;
  - 3.6.5.2 Is the responsibility of employee to notify the employer if they are tested positive or have been in contact with someone who is Covid-19 positive;
  - 3.6.5.3 Explain to each customer the applicable Covid-19 protocols before they are treated;
  - 3.6.5.4 Put up a notice for customers on Covid-29 protocols - where possible.
- 3.6.6 Access and booking
  - 3.6.6.1 Employees and Owners above the age of 60 or with co-morbidities must be discouraged from working;
  - 3.6.6.2 Any owner/ worker and customer who has flu-like symptoms must not be allowed to work or to enter the salon;
  - 3.6.6.3 Maintain a register of customers and persons who enter the salon on each day for traceability;
  - 3.6.6.4 Use a booking system for treatment appointment;
  - 3.6.6.5 No guests allowed;
  - 3.6.6.6 Suspend the provision of all beverage and food amenities for customers.
- 3.6.7 Workstations and wash stations
  - 3.6.7.1 The basin area must be cleaned after each use;
  - 3.6.7.2 The basin area must be deep cleaned at the end of each business day;
  - 3.6.7.3 Workstations must be cleaned and sanitized before and after each use;
  - 3.6.7.4 Workstations must be arranged to be at least 1.5 meters apart or use cleanable partitions to separate workstations;
  - 3.6.7.5 No unnecessary touching and no scalp, neck, shoulders and arms massages at the basin;
  - 3.6.7.6 Set time limits for each treatment to minimize unnecessary interactions with customers; and
  - 3.6.7.7 Only allow customers who are to receive treatment.
- 3.7 Standard operating procedures for informal salons (in-buildings and public spaces/ open air)
  - 3.7.1 Handwashing and sanitizing
    - 3.7.1.1 Provide a hand sanitizing / hand washing station for customers before they enter the business premises;
    - 3.7.1.1 Wash hands with fresh warm water and soap/ sanitize hands before and after serving a customer; and
    - 3.7.1.2 Wash hands after handling cash.
  - 3.7.2 Cleaning of premises and equipment
    - 3.7.2.1 Premises must be cleaned before and after use;



- 3.7.2.2 Disinfect common areas before and after use including after serving each customer;
- 3.7.2.3 Sanitize or wash with soap each equipment or tool before and after each use;
- 3.7.2.4 All bottles with products must be wiped down with a 70% alcohol solution after serving each customer and at the end and beginning of each business day; and
- 3.7.2.5 Fresh and clean towels must be used for each customer.
- 3.7.3 Personal garment and Personal Protective Equipment
  - 3.7.3.1 Masks must be worn at all times in line with the Guidelines of the Department of Health;
  - 3.7.3.2 The stylist must also wear a face shield/ visor that must be cleaned after serving each customer;
  - 3.7.3.3 The mask must be worn as per the Guidelines of the Department of Health;
  - 3.7.3.4 No customer will be served without wearing a mask; and
  - 3.7.3.5 Aprons must be changed after serving each customer and re-use can only be done after the apron has been washed with water and soap.
- 3.7.4 Social distancing
  - 3.7.4.1 Queuing customers must maintain 1.5 meter distance between each other;
  - 3.7.4.2 1.5 meter distances must be clearly marked/ demarcated at waiting areas; and
  - 3.7.4.3 Distances between stalls must maintained at 1.5 meter.
- 3.7.5 Compliance
  - 3.7.5.1 Explain new procedures and schedules to all employees;
  - 3.7.5.2 Inform employees on the responsibility to advise the employer if they are tested positive or have been in contact with someone who is Covid-19 positive;
  - 3.7.5.3 Explain to each customer the applicable Covid-19 protocols before they are treated; and
  - 3.7.5.4 Put up a notice for customers on Covid-29 protocols - where possible.
- 3.7.6 Access and booking
  - 3.7.6.1 Employees and Owners above the age of 60 or with co-morbidities must be discouraged from working;
  - 3.7.6.2 Any owner/ worker and customer who has flu-like symptoms must not be allowed to work or to be treated; and
  - 3.7.6.3 Maintain a register of customers and persons who are treated on each day for traceability.
- 3.7.7 Wash stations
  - 3.7.7.1 The basin must be cleaned after each use;
  - 3.7.7.2 The basin area must be deep cleaned at the end of each business day;
  - 3.7.7.3 Workstations must be cleaned and sanitized before and after each use;
  - 3.7.7.4 Workstations must be arranged to be at least 1.5 meter apart;
  - 3.7.7.5 No unnecessary touching and no scalp, neck, shoulders and arms massages at the basin;

- 3.7.7.6 Set time limits for each treatment to minimize unnecessary interactions with customers; and
      - 3.7.7.7 Minimize the number of persons around the work station to customers awaiting service.
- 3.8 The following protocols for COVID-19 operations apply particular in the tattooing and piercing subsectors. Handwashing or sanitizing and social distancing will apply in the same manner as above.
- 3.9 Standard operating procedures for formal tattooing studios
  - 3.9.1 Cleaning of premises and equipment
    - 3.9.1.1 Premises must be cleaned before and after use;
    - 3.9.1.2 Disinfect common areas before and after use including after serving each customer;
    - 3.9.1.3 Wet the work surface with disinfectant and apply plastic wrap and a dental bib;
    - 3.9.1.4 Sanitize or wash with soap and water each equipment or tool before and after each use;
    - 3.9.1.5 Fresh paper towels must be used for each customer;
    - 3.9.1.6 Keep windows / doors open, if possible, to ensure adequate ventilation;
    - 3.9.1.7 All ink bottles must be kept clean and in a separate area and not be touched unless wearing clean gloves;
    - 3.9.1.8 Spray bottles may not be used for tattoo cleaning, as this causes liquid to become airborne; and
    - 3.9.1.9 Only squirt bottles are to be used to apply cleaning solutions onto paper towels and not directly onto the tattoo.
  - 3.9.2 Personal garment and Personal Protective Equipment (PPE)
    - 3.9.2.1 Arrange adequate PPE for employees (including eye goggles and /or face shields and medical/ surgical face masks);
    - 3.9.2.2 Masks must be worn at all times in line with the Guidelines of the Department of Health;
    - 3.9.2.3 No customer will be served without wearing a medical/ surgical mask;
    - 3.9.2.4 Plastic aprons must be changed after serving each customer;
    - 3.9.2.5 Nitrile gloves (non-latex) are required for treatments, use of aseptic technique and should be changed after each client and not be shared under any conditions; and
    - 3.9.2.6 Plastic partitions should be placed between each work area and wiped down with disinfectant after attending each customer.
  - 3.9.3 Compliance
    - 3.9.3.1 Explain new procedures and schedules to all employees;
    - 3.9.3.2 Inform employees on the responsibility to advise the employer if they are tested positive or have been in contact with someone who is Covid-19 positive;
    - 3.9.3.3 Explain to each customer the applicable Covid-19 protocols before they are treated;
    - 3.9.3.4 Put up a notice for customers on Covid-29 protocols - where possible; and

- 3.9.3.5 Medical waste must be stored in a separate area and all medical waste to be collected by a registered medical waste company on a regular basis - As per South African law.
- 3.9.4 Access and booking
  - 3.9.4.1 Employees and Owners above the age of 60 or with co-morbidities must be discouraged from working;
  - 3.9.4.2 Any owner/ worker and customer who has flu-like / Covid -19 symptoms must not be allowed to work or to enter the salon;
  - 3.9.4.3 Use a booking system for treatment appointment;
  - 3.9.4.4 Maintain a register of customers and persons who enter the studio on each day for traceability;
  - 3.9.4.5 Indemnity forms must be filled in by every tattoo or piercing customer and an addendum must be added to the form to state that the customer is aware of, and accepts the dangers of having a close contact procedure done during Covid-19;
  - 3.9.4.6 The pen used for this form must be disinfected between each customer visit or the customer should use their own pen;
  - 3.9.4.7 No guests allowed; and
  - 3.9.4.8 Suspend the provision of all beverage and food amenities for customers.
- 3.9.5 Work area
  - 3.9.5.1 Work area must be cleaned and sanitized before and after each use;
  - 3.9.5.2 Work area must be arranged to be at least 1.5 meters apart or use cleanable partitions to separate work area;
  - 3.9.5.3 No face and neck treatments allowed;
  - 3.9.5.4 Where multiple tattoos and piercings are completed during operating hours, such work must be spaced out to allow sufficient time between customers for each tattooist and piercer to have the opportunity to adequately disinfect the work area;
  - 3.9.5.5 Only admit to the premises, customers who are to receive treatment; and
  - 3.9.5.6 Sharps (for needles, razors, etc.) containers must be provided for each work area.
- 3.10 Standard operating procedures for informal tattooing body piercing studios
  - 3.10.1 Cleaning of premises and equipment
    - 3.10.1.1 Premises must be cleaned before and after use;
    - 3.10.1.2 Disinfect common areas before and after use including after serving each customer;
    - 3.10.1.3 Wet the work surface with disinfectant and apply plastic wrap and a dental bib;
    - 3.10.1.4 Sanitize or wash with soap each equipment or tool before and after each use;
    - 3.10.1.5 Fresh paper towels must be used for each customer;
    - 3.10.1.6 Keep windows / doors open, if possible, to ensure adequate ventilation;
    - 3.10.1.7 All ink bottles must be kept clean and in a separate area not be touched unless wearing clean gloves;
    - 3.10.1.8 Spray bottles may not be used for tattoo cleaning, as this causes liquid to become airborne; and

- 3.10.1. ~~Only~~ squirt bottles are to be used to apply cleaning solutions onto paper towels and not directly onto the tattoo.
- 3.10.2 Personal garment and Personal Protective Equipment
  - 3.10.2. ~~Arrange~~ adequate PPE for employees (including eye goggles and/ or face shields and medical/ surgical face masks);
  - 3.10.2. ~~Masks~~ must be worn at all times in line with the Guidelines of the Department of Health;
  - 3.10.2. ~~No~~ customer will be served without wearing a medical/ surgical mask;
  - 3.10.2. ~~Plastic~~ aprons must be changed after serving each customer;
  - 3.10.2. ~~Nitrile~~ gloves (non-latex) are required for treatments, use of aseptic technique and should be changed after each client and not be shared under any conditions; and
  - 3.10.2. ~~Plastic~~ partitions should be placed between each work area and wiped down with disinfectant after attending each customer.
- 3.10.3 Compliance
  - 3.10.3. ~~Explain~~ new procedures and schedules to all employees;
  - 3.10.3. ~~In~~form employees on the responsibility to advise the employer if they are tested positive or have been in contact with someone who is Covid-19 positive;
  - 3.10.3. ~~Explain~~ to each customer the applicable Covid-19 protocols before they are treated;
  - 3.10.3. ~~Put~~ up a notice for customers on Covid-29 protocols - where possible; and
  - 3.10.3. ~~Medical~~ waste must be stored in a separate area and all medical waste to be collected by a registered medical waste company on a regular basis - As per South African law.
- 3.10.4 Access and booking
  - 3.10.4. ~~Employees~~ and Owners above the age of 60 or with co-morbidities must be discouraged from working;
  - 3.10.4. ~~Any~~ owner/ worker and customer who has flu-like / Covid-19 symptoms must not be allowed to work or to enter the salon;
  - 3.10.4. ~~Use~~ a booking system for treatment appointment;
  - 3.10.4. ~~Maintain~~ a register of customers and persons who enter the studio on each day for traceability;
  - 3.10.4. ~~Indemnity~~ forms must be filled in by every tattoo or piercing customer and an addendum must be added to the form to state that the customer is aware of, and accepts the dangers of having a close contact procedure done during Covid-19;
  - 3.10.4. ~~The~~ pen used for this form must be disinfected between each customer visit or the customer should use their own pen;
  - 3.10.4. ~~No~~ guests allowed; and
  - 3.10.4. ~~Suspend~~ the provision of all beverage and food amenities for customers.
- 3.10.5 Work area
  - 3.10.5. ~~Work~~ area must be cleaned and sanitized before and after each use;
  - 3.10.5. ~~Work~~ area must be arranged to be at least 1.5 meters apart or use cleanable partitions to separate work area;

3.10.5. ~~No~~ face and neck treatments allowed;

3.10.5. ~~Where~~ multiple tattoos and piercings are completed during operating hours, such work must be spaced out to allow sufficient time between customers for each tattooist and piercer to have the opportunity to adequately disinfect the work area;

3.10.5. ~~Only~~ admit to the premises, customers who are to receive treatment; and

3.10.5. ~~Sharps~~ (for needles, razors, etc.) containers must be provided for each work area.

#### **4. Contact details in the event of the abovementioned sector wishing to clarify the issue of Protocols**

Abovementioned sector may contact the Department of Small Business (DSBD) on 0860 663 7867 for more information or alternatively send their queries to [info@dsbd.gov.za](mailto:info@dsbd.gov.za) for clarity

#### **5. Commencement**

These Protocols come into operation on the date of publication in the Government Gazette.