

## Additional Health & Hygiene Safety Guidelines COVID-19; Level 2

These guidelines are an outline of recommendations and by no means over-ride Government directives.

Each business must follow the Health and Safety at Work Act, 2015.

The NZARBP Health & Hygiene Guidelines are supported by these Additional Health & Hygiene Safety Guidelines to support your business operating at Level 2; Government guidelines.

All industry has the responsibility to uphold health and safety in the workplace. Members agree to abide by rules and regulations of the NZARBP Inc. The NZARBP does not take responsibility for any action/inaction against Government directives for COVID-19.

Please regularly review guidance on the Ministry of Health (MOH) website.

[www.health.govt.nz](http://www.health.govt.nz)

Please contact the NZARBP if you have any questions.

Remember, "If in doubt, ask, before you act."

At Alert Level 2 businesses need to ensure that they meet public health requirements, meaning the business should:

- Have good contact registers, or contact tracing records, in place to record everyone who you interact with on your premises.
- Maintain physical distancing of 1 metre between groups of customers, or 2 metres if not possible to keep contact tracing records
- Enable good hygiene practices
- Not have groups larger than 10 people
- Maintain a 2 hour time limit for customers to be on your premises.

With key controls:

- Keeping people with COVID-19 symptoms off the premises
- Maintain physical distancing
- Enable good hygiene practices
- Keep track of people who enter the premises.

### Staff training:

Ensure all staff are part of the planning process and understand the protocols for operating under Alert Level 2.

Rosters may need to be put in place, to avoid all staff working at the same time.

Regular meetings; checklist/review to support information/practices; check well-being of staff; involve staff to give feedback/ ideas to support new plan – safety, health practices within workplace, communicating information to clients.



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Any staff feeling unwell must inform the manager and remain at home. As per Government directive. Contact Healthline 0800 358 5453

### Booking appointments:

If possible, complete online consultation form prior to appointment – may include online video consultation/ electronic form to complete and email back, or print off and bring in.

If not possible to complete online, recommend forwarding an email prior to their appointment regarding new procedures in place to ensure client welfare, health and safety.

Points to also include:

- If have tested positive for COVID-19 or been in contact with someone who has – in the last 14 days?
- If been tested for COVID-19 and currently awaiting results?
- If have any of the following symptoms: fever, dry cough, headaches, sore throat, shortness of breath, loss of smell?
- If over 70 years of age then pre-screening must be completed to check the viability of treatment/ service.

Service should be declined/rescheduled for any client with positive responses and or arriving showing symptoms of illness.

- If in the high-risk category or immediate contacts in bubble – i.e. have pre-existing medical conditions/ immunocompromised?

Please check updated information for Level 2.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-health-advice-general-public#risk>

Share information regarding protocols for client's entering clinic;

Signage on door/window to inform any walk-in clients/customers of entry procedure.

Staff must record contact details for all customers/clients entering the premises for 'contact tracing' as required by the MOH. See attached signing register for contact tracing requirements.

N.B. '... businesses should maintain a 2 hour time limit for customers to be on your premises.'

<https://covid19.govt.nz/alert-system/alert-level-2/?fbclid=IwAR0jXW4dn1Eoy6Z4IAI7nYP2P0sVdCRreRY7MgT64c4tDcXi0JL3b6X93hZk#controls-at-alert-level-2>

### Client arrival:

- Client to wait in their car or outside the clinic/workplace until contacted.
- Receptionist/ member of staff to contact via text/ or hand gesture/signal to enter clinic. Only the client to enter the workplace (unless not possible).



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- Ensure client appointments are staggered to limit the number of people in reception area. This may mean only one person depending on workplace so that a 1m social distance is maintained by all in the reception area.
- Clients to sanitise/wash hands on arrival and be advised on PPE requirements.
- Consultation to be performed verbally – Beauty Professional to note down information.
- Any drinks must be served in a disposable cup and disposed of immediately after use. Recommend they can bring a drink bottle with them, and advise that they are able to bring a mask with them if they do so wish.
- No magazines in the reception area.
- Contactless transaction payments only. Sanitise payment machines after use.
- Appointments/ rebooking electronically – avoid cards/ paper prescription sheets.

### Reception / common areas:

- Hard surfaces and high touch areas must be wiped down beforehand and after each client – includes door handles, reception desk, EFTPOS machine, light switches, toilet flush handles, taps, hand cleanser containers/ pump.
- Retail product testers to be handled by staff. Containers to be disinfected after each use – disposable applicators used if required. Product applied to the hands rather than face. Use of skincare sample packets recommended.
- Staff may dispense make-up onto a disposable or disinfectable tray; disposable spatula; disposable applicator; for client to try. No double-dipping. Ensure physical distancing maintained.
- Any services performed in retail/common area – e.g. manicure/ lash/brow must follow all sanitisation procedures. Can only be performed where 1m social distancing from anyone entering premises can be exercised. Products used must be disinfected and stored away in cabinet/similar. Tools, equipment must follow strict guidelines as per Health and Hygiene standards.

### Treatment Room:

- Clients clothes, shoes, jewellery etc. to be stored in a hard surface container – disinfect after use; or placed on disposable paper on chair or similar (out of harms way).
- Treatment table/couch to be covered with a clean towel, sheet or disposable paper for each client. Ideally biodegradable coverings sourced where possible.
- Any blankets/coverings used must be clean for each client.
- Any used linen, including blankets/coverings to be placed in a closed container ready to be laundered.
- Used disposable paper placed in double-lined, closeable rubbish bin.
- A closeable double-lined rubbish bin must be used.
- Treatment table/couch to be sprayed with disinfectant after each client.
- All surfaces/ high touch areas, product containers to be sanitised after each client.
- Extra time will be required to complete sanitisation and set-up practices.

### Tools/Equipment/Supplies

- Follow NZARBP Health & Hygiene Guidelines.
- Disposable items used where possible.
- Non-disposable items to be cleaned with warm water and soap before disinfecting.



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Completely immerse for minimum 30 mins in a registered bactericidal, anti-fungal, virucidal disinfectant as per guidelines. Follow heat sterilisation – e.g. autoclave, glass bead steriliser as required. When using glass bead steriliser, ensure 2-step process to ensure hand-held portion of item also sterilised. Store items in UV cabinet or closed container.

- Disinfectant solution used for immersion should be changed daily.
- Electrical equipment must be wiped/sprayed with appropriate disinfectant before/after each use.
- Used and clean items must be kept separate, covered, in clearly marked containers.
- All used single-use disposable items must be placed in double-lined lidded bin or appropriate sharps/bio-hazard bin.
- New consumables, single-use disposable items must be stored in a clean covered container and marked as 'New'.
- No tools/ equipment/items to be carried in uniform pockets.
- Products to be decanted prior to treatment to avoid cross-contamination.
- Cotton wool/cotton buds/tissues/ gauze etc. to be placed in suitable container for each client – to dispose of all items whether used or not – to avoid cross-contamination.
- Bloodborne Pathogen and infectious disposable material placed in appropriate bio-hazard bin.

### Staff hygiene

- Staff feeling unwell to inform manager and remain at home. Follow Government directive to be tested against COVID-19.
- Staff to change into their uniform once at work and not wear clothes they have worn outside to perform treatments. Uniforms to be laundered daily. Personal items should be stored in a locker/disposable bag.
- A clean, dry, correctly fitted face mask should be worn as per normal treatment protocols. It is suggested a mask is worn for additional hygiene measures. Correct procedures for putting on and removing mask must be followed in line with MOH guidelines. If wet/soiled, the mask must be disposed into lidded waste bin.
- A visor/face shield is advised for close proximity (facial) treatments with extended time frames. For other services it is up to the individual businesses discretion.
- Hands must be washed thoroughly before and after client contact, and after handling soiled tools or contacting surfaces.
- Hand sanitiser to be provided at all work-stations.
- Gloves are required for all mandatory services as outlined in the NZARBP Health and Hygiene guidelines.
- Gloves to be changed before and after client contact, and after handling soiled tools and hard surfaces.
- Staffroom seating/tables should allow for 1m physical distancing consider staggering breaks and shift starts times.
- Staff crockery/utensils should be marked for own use/ disposable and stored in own container.

**These protocols are for the beauty industry, to be used in conjunction with the NZARBP Health & Hygiene Guidelines and the MOH COVID-19 Guidelines. Check NZARBP and MOH websites for regularly updates.  
Further information updates will follow as more information becomes available.**



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Please check the following links regarding correct procedures for putting on and removing PPE.

World Health Organisation: how to put on and remove a mask [https://youtu.be/M4olt47pr\\_o](https://youtu.be/M4olt47pr_o)

Hand washing videos and advice re using various PPE.

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-novel-coronavirus-information-specific-audiences/covid-19-advice-workers-including-personal-protective-equipment/personal-protective-equipment-use-non-health-workers>

#### Other considerations:

Beauty professionals working from home or in single room clinics need to ensure all protocols and guidelines are applied, relevant to their environment.

For mobile practices, it is recommended that clients are advised go to the beauty professional's own place regarding the ability to control the environment in accordance with the above protocols and guidelines.

Rest homes / Aged care facilities have strict protocols safeguarding vulnerable groups. It may not be appropriate to visit at this point in time. As restrictions reduce and visiting rights allowed, you must ensure hygiene protocols are applied to the relevant environment in conjunction with the facilities protocols and MOH guidelines to ensure safety requirements will be met.