



## COVID-19 instructions for the providers of beauty and personal services

- COVID-19 is an infectious viral disease which spreads from person to person by means of aerosol projection, mainly through close contact with infectious persons.
- If conditions are favourable, the virus can survive on contaminated surfaces for up to three days, but it can be destroyed through cleaning and disinfection.
- The risk of the spread of COVID-19 is at its highest in enclosed, crowded, and poorly ventilated rooms.
- The aim of the instructions is to provide guidelines to the providers of beauty and personal services for the safe provision of their services under the circumstances of the spread of COVID-19.

### Cleanliness and proper ventilation

- It must be ensured that air that is mechanically supplied and removed in the form of a ventilation system is supplied through a system that is fully functional and which has been switched on.
- The premises must be regularly cleaned and disinfected by using the usual methods and cleaning materials.
- Reusable tools and equipment, and any tools or equipment which are likely to be cross-contaminated, must be cleaned each time a customer has been served.
- Frequently-touched objects and surfaces (including surfaces in toilets, door handles, electronic information boards, and payment terminals) must be cleaned with an interval of between two and four hours.
- Any textile objects which are used by customers must be washed in a washing machine at a temperature of at least 60°C by using a regular washing cycle.
- All surfaces within the premises must be easy to clean and disinfect.
- The advice of the Health Board for cleaning and disinfection can be found here: [www.terviseamet.ee/et/COVID-19trukised#JUHENDID](http://www.terviseamet.ee/et/COVID-19trukised#JUHENDID)
- Easily cleanable materials must be used on surfaces.
- Any waste which may have come into contact with the virus (including personal protective equipment) must be collected in plastic bags which can be sealed at the top and disposed of as mixed domestic waste.
- Work clothing must be washed regularly by following the procedure that has been established by the business. The clothing of an employee who has fallen ill must be washed immediately.

### Customer service

- Customers who exhibit symptoms which indicate the presence of an infectious disease must not be served. The business must notify their customers via their website when making new bookings and when reminding a customer of a forthcoming booking that they should not make a booking or should cancel their booking if:
  - they have been infected with COVID-19 within the last fourteen days;
  - they exhibit symptoms of an acute infectious respiratory disease (including mild rhinitis, a sore throat, an itchy throat, a cough, etc);
  - they have come in contact with a confirmed COVID-19 case within the last fourteen days;
  - there are restrictions on freedom of movement that are applicable to them because they have returned from a country with a high COVID-19 infection rate. Information about these countries can be found at: [www.vm.ee/en/information-countries-and-self-isolation-requirements-passengers](http://www.vm.ee/en/information-countries-and-self-isolation-requirements-passengers)
  - Any employee who meets the above criteria may not provide any business-related services.
- Customers should be encouraged either verbally or by other means to use the Hoia mobile phone app. The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with a person who has tested positive for coronavirus. Read more here: [www.hoia.me/](http://www.hoia.me/).

- It must be ensured that anyone who is using the business premises is maintaining the required social distancing from anyone else on the premises (approximately two metres). Information materials and the required signage must be displayed to facilitate this.
- A collective means of protection and personal protective equipment must be issued to employees of the salon based on the results of the risk analysis for the working environment and based on the nature of the work itself, and training must be organised to show the proper and safe use of such equipment.
- Close contact between employees and customers must be minimised.\* If this is not possible, both customers and employees are advised to wear masks.
- Customers and employees must be able to wash their hands or, if this is not possible, it must be possible for them to sanitise their hands.
- The means for sanitising one's hands must be installed in visible places along the main routes, including next to entrances and exits.
- Hand-washing and sanitising stations must be equipped with the required instructions.
- Toilets must be equipped with plenty of soap and disposable towels for drying hands. From the perspective of infection prevention, it is safer to use disposable towels instead of hand dryers.
- In the case of a business needing to organise a product presentation (involving food or cosmetic products which are accompanied by a high risk of cross-contamination, such as lipsticks or mascara; cross-contamination refers to the contamination of food or other products with microbes that are transmitted through the air, or via people, other foods, tools, or surfaces), where possible facilities must be provided to those persons who are tasked with presenting the products and to customers also for sanitising their hands, and all parties should be encouraged to maintain proper social distancing.

### If an employee falls ill with a respiratory disease (fever, cough, weakness, and other symptoms)

#### **1. Outside of working hours (when the employee is not at work):**

- The employee must contact their family physician who will determine whether or not that person should be diagnosed with COVID-19, plus their need to be tested, and the need for signing a certificate to show their incapacity for work.
- Those colleagues who have not been in contact with the employee in question during the period in which the employee was symptomatic and within a period of up to two days before the employee became symptomatic may continue going to work but must monitor their health carefully over the next fourteen days. In the event of them developing any symptoms, they should stay at home and contact their family physician if necessary.
- Any employee who has fallen ill may return to work fourteen days after the day upon which they first exhibited symptoms, provided that they have no remaining respiratory symptoms or fever. The final decision is made by the family physician. When the family physician has signed off the employee's certificate of incapacity for work, the employee may return to work and the employer may not ask the employee to take a further test.

#### **2. During working hours (while the employee is at their place of work):**

- Any employee who has fallen ill must go home immediately. The employee may return to work after a period of fourteen days, provided that they are completely healthy and exhibit no further sign of respiratory symptoms or fever.
- Any employee who has fallen ill must contact their family physician. The family physician will assess the likelihood of the person having been infected with COVID-19 based on their symptoms, epidemiological connection, or laboratory tests (the family physician will decide whether or not laboratory testing is required).
- From the perspective of slowing down the spread of COVID-19, it is important for any employee who has fallen ill to notify their employer if their COVID-19 diagnosis is confirmed. The employer must be notified in a manner which has been agreed between the employee and the employer.
- Having been notified of an employee's COVID-19 diagnosis, the employer must cooperate with the regional department of the Health Board.
- Any premises which may have been contaminated with the virus must be closed to third parties and will have to be thoroughly cleaned, disinfected, and ventilated.

- The advice of the Health Board in terms of cleaning and disinfection can be found here: [www.terviseamet.ee/et/COVID-19trukised#JUHENDID](http://www.terviseamet.ee/et/COVID-19trukised#JUHENDID)
- If a diagnosis of COVID-19 is confirmed, the employer must identify all persons who have come into close contact with the employee who has fallen ill at their place of work within the period after the employee has become symptomatic or up until to two days before they became symptomatic. The employer must cooperate with the regional department of the Health Board to determine close contacts.
- Close contacts must stay at home for a period of fourteen days and should carefully monitor their health conditions. Remaining employees may continue to carry out their daily duties, but should also keep an eye on their health.
- If the COVID-19 diagnosis of an employee who has fallen ill is not confirmed, all other employees may continue to carry out their duties, but must monitor their health over the following fourteen days.

Hands must be washed:

- before commencing work;
- before handling heat-treated or ready-made food;
- after handling or preparing food which was not heat-treated;
- after handling waste;
- after carrying out cleaning operations;
- after using the toilet;
- after blowing one's nose, sneezing, or coughing;
- after eating, drinking, or smoking;
- after handling cash.

\* Close contact is classed as being :

- direct physical contact with an individual who has been infected with COVID-19 (such as shaking hands);
- direct contact without any protection with the secretions of a person who has been infected with COVID-19 (such as being coughed on);
- being within a distance of up to two metres of a person who has been infected with COVID-19 for at least fifteen minutes.

Guidelines and advice are available at:

[The Health Board's COVID-19-related publications and instructions](#)

[The advice of the Veterinary and Food Office to food business operators in connection with coronavirus](#)

[The Labour Inspectorate's advice to the employer and employee](#)