



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

- COVID-19 is an infectious viral disease which spreads from person to person by means of the projection of aerosol droplets, 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 providers of beauty and personal services for the safe provision of their services under the circumstances of the spread of COVID-19.
- The work of the establishment should always be organised by observing valid regulations and requirements which have been issued by the government of the republic of Estonia: it is necessary to implement such measures and restrictions in order to prevent the spread of COVID-19 (as published in the State Gazette).

### The cleanliness of the premises 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 requirements that are laid out in regulation No 8 by the Minister of Economic Affairs and Infrastructure of 2 April 2020 on the [further requirements for the ventilation and aeration of a social welfare institution building or a non-residential building during the state of emergency](#) must be followed.
- The premises must be regularly cleaned and disinfected by using the usual methods and cleaning materials.
- Reusable tools which are accompanied by a risk of cross-contamination must be cleaned after serving every customer.
- Surfaces in the premises must be easy to clean and disinfect.
- Frequently touched objects and surfaces (such as surfaces in toilets, door handles, electronic information boards, payment terminals, etc) must be cleaned every two to 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.
- Surfaces must be covered with materials which are easy to clean.
- 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. Further information about waste disposal can be found here: [www.envir.ee/et/uudised/koroonajaatmed-tuleb-teistest-eemal-hoida](http://www.envir.ee/et/uudised/koroonajaatmed-tuleb-teistest-eemal-hoida).
- All premises and surfaces must be cleaned pursuant to [the Health Board's advice in terms of cleaning and disinfection](#).

### Customers

- Customers must wear masks or cover their noses and mouths. Wearing a mask is not compulsory for individuals who have a justified medical reason for not doing so or who need to communicate with an individual who has hearing difficulties and who must be able to read their conversation partner's lips, as well as for children under twelve years of age. [Please see the Health Board's website for information on how to wear a mask properly.](#)
- Conditions must be created in the service areas and public spaces within each business premises or service provider to enable customers to observe the '2+2 rule', which means that up to two people may walk together and the pair must stay at least two metres away from any other individuals. This restriction does not apply to families, or to any situation in which social distancing cannot reasonably



be ensured. Signage should be posted around the cash register area to ensure that this requirement is observed. If necessary, customers should be reminded verbally of the requirement.

- In addition to observing the principle of 2+2, sales areas and public spaces in shops and the service areas of service providers may be filled to no more than 50% of their normal capacity at any time.
- The maximum permitted capacity is calculated by using that surface area of the premises which is designed for public use, including any part or parts of the sales area, service area, or any public space which is occupied by furniture or fittings. There must be at least 4m<sup>2</sup> of space for each individual, and the maximum number of people in a sales area, service area, or public space at a time is calculated by using the total surface area of those parts of the premises and the minimum space for each individual.
- For this purpose, the first calculation should involve only 50% of the surface area of a premises that has been designed for public use. As customers are required to observe the '2+2 rule', the remaining 50% should then be divided by four.

**Example: in the case of a floor surface of 100m<sup>2</sup>, the maximum permitted number of visitors is 100/2/4=12.5 people, which can be rounded up to thirteen people for each 100m<sup>2</sup> of floor space.** If possible, customers should be notified in writing of the maximum permitted number of visitors, with a notification to that extent being placed at the main entrance to the business. Guidelines are available here: [www.terviseamet.ee/et/koroonaviirus/koroonaviiruse-haigus-covid-19-trukised-ja-juhendamaterjalid](http://www.terviseamet.ee/et/koroonaviirus/koroonaviiruse-haigus-covid-19-trukised-ja-juhendamaterjalid)

- Customers with any symptoms which indicate the presence of an infectious disease must not be served.
- Customers must be notified via the business website when making any bookings, and when reminding those customers of their bookings, that they should **forego using the company's services if any of the following points are applicable:**
- they are required to self-isolate due to having been infected with COVID-19 or having come into close contact with an individual who has been diagnosed with COVID-19;
- they exhibit symptoms of an acute infectious respiratory disease (including mild rhinitis, a sore throat, an itchy throat, a cough, etc);
- restrictions have been placed on their freedom of movement due to their having returned from a country with a high COVID-19 infection rate. [Information is available here on countries in relation to which arrivals are being subjected to a requirement to restrict their freedom of movement](#) upon their arrival in Estonia.
- If any of the above applies to an employee, that employee may not provide services to customers.
- Customers should be encouraged 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.
- Hand-washing facilities must be provided for customers or, if that is not possible, hand sanitisers.
- Hand sanitisers must be provided in visible places alongside the main routes that are used by customers, including at the entry and exit points.
- Hand-washing and sanitising stations must be equipped with appropriate instructions.
- Toilets should be equipped with a sufficient amount of soap and disposable paper towels. From the perspective of the prevention of infectious diseases, it is safer to use disposable paper towels instead of hand dryers.
- In the case of organising product presentations (food and cosmetic products with a higher risk of cross-contamination, such as lipsticks and mascara), hand hygiene facilities and supplies must be made available for presenters as well as customers. Participants in conferences must wear masks or cover their noses and mouths.

## Employees

- As of 24 November 2020, COVID-19, officially referred to as SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2), is included in hazard group 3 of biological hazards. In the case of any work which is accompanied by a risk of coming into contact with biological hazards, the employer must determine the type, extent, and duration of the risk to the employee of being infected during the course of drawing up the working environment risk analysis and, based on this, the risk should be



assessed in terms of the employee's health and necessary precautionary measures should be implemented. [These precautions are introduced on the Labour Inspectorate's 'Tööelu' website.](#)

- Wearing a mask or covering one's nose and mouth in public indoor spaces is compulsory, which is also the case in the service areas of service providers, and on any other premises which are in public use. Wearing a mask is not compulsory for children under twelve years of age, or for individuals who have a justified medical reason for not doing so, or who need to communicate with an individual who has hearing difficulties and who must be able to read their conversation partner's lips. [Please see the Health Board's website for detailed instructions on how to wear a mask properly.](#)
- It must be stressed to employees that they are not permitted to come into work or to remain at work in the case of there being even the smallest suspicion of their having been infected. A procedure must be established in order to make sure that no employee who has fallen ill remains on the business premises.
- Close contact between employees and customers must be minimised.\* If this is not possible, provide employees with personal protective equipment such as visors and masks.
- Employees should be advised to use the [HOIA](#) 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.
- Employees must be able to wash their hands regularly. The [instructions](#) that have been provided for washing hands must be followed.
- If it is not possible to wash one's hands, then hands must be sanitised with a hand antiseptic by following the respective [instructions](#). Visibly dirty hands must always be washed.
- Collective means of protection and personal protective equipment must be issued to employees based on the results of the risk analysis for the working environment, and training must be organised to demonstrate the proper and safe use of such equipment. [Instructions can be found on the Health Board's website.](#)
- Any waste which may have been contaminated with the virus (such as tissues, masks, etc) should be disposed of pursuant to the following instructions: [www.envir.ee/et/uudised/koroonajaatmed-tuleb-teistest-eemal-hoida](http://www.envir.ee/et/uudised/koroonajaatmed-tuleb-teistest-eemal-hoida).
- Work clothing must be washed regularly using a procedure which is followed by all members of staff. The clothing of any employee who has fallen ill must be washed immediately.
- Clothing or other tools and equipment which are used at work should not be taken home if possible.

If an employee falls ill with a respiratory disease  
(fever, cough, lack of energy, and other symptoms)

- An employee who falls ill outside of working hours must stay at home.
- An employee who falls ill at work must leave immediately.
- 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 a certificate to be signed to show their incapacity for work.
- 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 of their COVID-19 diagnosis being 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 to identify any work-related close contact which the employer may have had, and to provide them with instructions for the further organisation of their work.\*
- Any premises which may have been contaminated with the virus must be closed to third parties and should be thoroughly cleaned, disinfected, and ventilated before reopening.
- [The advice of the Health Board in terms of cleaning and disinfection](#) should be followed.



- 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 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 monitor their health condition carefully.\* The duration of the required period of self-isolation can be reduced by testing negative for SARS-CoV-2 at least ten days after having come into close contact with someone who was infected.
- Remaining employees may continue to carry out their daily duties, but should also keep an eye on their health.
- If the COVID-19 diagnosis is not confirmed for an employee who has fallen ill, 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 when shaking hands)
- direct contact without any protection with secretions from the respiratory tract of a person who has been infected with COVID19 (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 a period of 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](#)