



CIDESCO
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STANDARD OPERATING PROCEDURES COVID 19

This document is aimed to support [CIDESCO Sections](#), [CIDESCO Salons & Spas](#) and individual [CIDESCO members](#) as a comprehensive guideline of standard operating procedures during COVID 19.

Consistently update and adhere to the health & sanitation rules and regulations of your national government. These guidelines are in compliance with the laws of your respective government.

Observe the World Health Organization (WHO) website for additional information.

HEALTH AND SANITATION LAWS AND REGULATIONS

- Familiarize yourself with new laws and regulations from relevant professional bodies
- Identify and structure practices and policies that will need to be adjusted according to the result of any new health & sanitation rules and regulations
- Implement employee CPD courses on new health & sanitation rules and regulations.

RE- OPENING AND PHASE- IN APPROACH OF CIDESCO SALONS & SPAS

- Create essential changes to employee scheduling patterns where staff members are grouped together i.e. Group A and Group B that in the event of COVID 19 diagnosis or symptoms not all staff members need to be quarantined at the same time.
- Create essential changes to employee scheduling patterns taking into consideration the following aspects:
 - a. Employees who travel by public transport
 - b. Employees who travel in private transport



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- Create social distancing standards for employees in communal staff areas such as offices, break rooms, washrooms/restrooms and lunch areas
- Create social distancing standards for clients in communal client areas such as reception area, changing room, washrooms/restrooms and treatment classrooms
- Create social distancing standards for entire salon & spa premises
- Amend job description of employees to adhere to new health & sanitation rules and regulations
- Determine how the new health & sanitation rules and regulations will be monitored from employees
- Identify a protocol for employees to recognize symptoms when a client or fellow colleague becomes ill or presents signs of illness
- Install plexiglass safety shields in reception area
- Implement all new health & sanitation rules and regulations before re-opening CIDESCO School premises

HEALTH AND SANITATION TRAINING FOR EMPLOYEES

- Update and implement new sanitation rules and regulations
- Implement no touch greeting policies
- Schedule trainings on cleaning, disinfecting and sterilizing such as
 - a. Hand washing practices 60 seconds long
 - b. Correct use of PPE
 - c. Correct use of disinfectants for various surfaces, workstations, equipment and in general of all salon & spa facilities
 - d. Correct use of sterilizations methods of instruments / tools
 - e. Training in correct procedures of waste removal
 - f. Provide training in correct procedure of Laundry



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- g. Create sanitation "check-in training" for employees
- h. Provide training on tactful screening questions

PROTOCOL ON ENTERING SALONS AND SPAS

- Implement sanitation "check-in training" for clients and employees
- Ensure visible information on hygiene and safety procedures / instructions are placed at entrance and exit areas of the salon & spa
- Ensure COVID 19 awareness signage is distributed throughout the salons and spas
- Automated hand sanitizer dispenser must be provided at the entrance to the salon & spas in every washroom and at various points throughout the salons & spas. (Sanitizer to be 70% isopropyl alcohol based)
- Temperature screener check on all employees and clients before entering the salon or spa
- Implement no touch greeting policies. Replace handshake with warm greeting or a ritual including warm towel, hand washing and hand sanitization
- Entrance door if possible propped opened
- Door handles to be disinfected after each person has entered and exited salon and spa premises if the door is closed. Everyday objects such as lift buttons, stair railings to be constantly disinfected
- Meter marker, barrier tape or floor marking to ensure social distances are kept according to local governments requirements throughout the salon and spa premises
- Maximum number of people entering salon and spa entrance / reception area is advertised at entrance

SCREENING QUESTIONS

- Client or employee did not have contact with anyone diagnosed with COVID 19 or who was sick and quarantined in the last 14 days



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- Client or employee did not have cold, cough, difficulty in breathing, sick or quarantined in the last 14 days
- Client or employee was not in contact with anyone with the above symptoms the last 14 days
- Client or employee does not have fever or has fever over 37 C or 98.6 F
- It is encouraged that all clients and employees sign that above information is true either on paper or digital

RECEPTION AREA

- Installed plexiglass safety shield according to government rules and regulations
- Evaluate seating areas to meet requirements of social distancing
- Clean and disinfect high touch areas constantly: door handles, light switches, telephones, screens, keyboards, pens and guest / staff and client lockers.
- Clean and disinfect daily carpets, floors and furniture
- Remove all unnecessary objects (i.e. shared magazines)
- Remove salon and spa brochures, treatment menus and offer them digital or on no touch promotional display
- Treatment bookings to be scheduled via telephone, email, whats app. If onsite bookings are made to be handled by one member of staff
- Staff reception area members to wear PPE e.g. face mask, gloves, shoe protectors and face screen depending on local government rules
- Staff members must always adhere to social distancing between each other and to clients
- Implement contactless payment options when available
- No beverages to be served unless disposable cups are available which are disposed of by clients or staff members in sealed bin



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RETAIL AREA

- Clean and disinfect shelves
- Clean and disinfect retail products
- Remove testers that may cause sanitary concerns
- Store most commonly used testers in a sealed, disinfected container in an accessible location not visible to guests
- Print and post sign notifying guests that testers are available upon request (if applicable)
- Employ social distancing requirements in retail area

CLIENTS

- It is encouraged that all clients sign a treatment consent form. See example
- *By signing this declaration, the undersigned acknowledges that there is still a risk of Covid-19 contamination despite compliance with and implementation of the relevant hygiene regulations and relevant protection concepts in the context of cosmetic treatment. Against this background, the cosmetic treatment is expressly carried out at the request and risk of the undersigned. Any responsibility of the service provider or persons for which the cosmetics service provider is responsible is excluded to the extent permitted by law.*

Date, place signature



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STAFF MEMBERS / EMPLOYEES

- Ensure staff members change masks and gloves regularly
- Mandatory use of hand sanitizer at reception before entering
- Each staff member is encouraged to bring individual hand sanitizer
- Staff members are requested to arrive at salon or spa in outdoor clothing and change into uniform on arrival
- Pack outdoor clothing into a sealable bag and store in a locker
- Shoes must be disinfected and/or shoe protectors to be worn whilst in the salon or spa
- Staff members must at all times be aware and set an example of social distancing to clients
- Clean towels to be used between EVERY client. Ideally use disposable towels/bed covers during this time
- It is compulsory that ALL staff members sign the attendance register on entering and leaving the salon or spa for daily tracking, in case there is a report of an infection. One Staff member is to fill it in on the staff members behalf
- All staff to be issued with Perspex face cover masks to wear during treatments
- Review uniform policy to determine if staff members are required to have additional uniform on site

TREATMENT ROOM

- Hand sanitizer dispenser to be mounted at the hand basin
- Anti-bacterial hand soap to be available at the hand basin
- Paper towels to be made available for drying of the hands



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- Use of the hand basin must be managed at the discretion of the therapist (social distancing)
- Use elbow to open taps
- Therapist to demonstrate sanitisation of their hands in front of the client before commencing a treatment
- Therapist to sanitise each client's hands/feet before commencing a treatment
- The entire workstation must be thoroughly cleaned before and after each client, including the floor
- All general hygiene and sterilizing procedures will continue and be strongly supervised by all staff members
- Gloves, masks and face screens are to be worn during all treatments
- Depending on the treatment, the client must wear a mask
- Where possible use disposable implements
- Where possible open new sterile implements Infront of each client
- Sealable wastepaper bins and sharps containers are compulsory in the treatment room
- Wear gloves when handling waste. Avoid touching wate. Use broom and shovel etc
- Empty waste bins regularly (especially at hand basins)
- Portable Perspex screens for all manicure stations, positioned between the client and the employee, size according to local government regulations
- Moulded Perspex screen for treatment beds for a client lying down
- Appropriate hygiene disinfectants to be used before and after each treatment



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- Blankets may not be used in the treatment room
- Supply washable Perspex face cover masks for employees to use in the salon or spa.
- Clean and disinfect door handles, light switches, treatment tables, trolleys, manicure workstations, steamers, facial / body electrical equipment, workstation, chairs, magnifying glasses before and after each use

SANITATION, LAUNDRY PROCEDURES. DISINFECTING AND STERILIZING IMPLEMENTS

- Mix all disinfectants according to the manufacturer`s directions
- Wear gloves during sanitation / sterilization procedures to prevent contamination and to protect skin from strong chemicals
- Use hand sanitizer and wait until it is dry before putting on gloves
- Wash and disinfect all brushes, tweezers, and other non-disposables.
- Wash implements thoroughly with antibacterial soap and dry them off first before placing in the disinfectant
- Ensure that all implements remain in the disinfectant liquid for the correct amount of time. Do not leave implements in longer than recommended time from manufacturer
- Once disinfected, place used implements in sterilizer (autoclave / glass bead sterilizer) for the stipulated amount of time according to the manufacturer`s instructions
- Ensure that sterilizers are tested regularly bey Centres for Disease Control and Preventions
- Store sterilized items in UV cabinet



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- Change the disinfectant to comply with manufacturer's directions. Record details and date in logbook
- Remove gloves in the correct glove removal protocol turning glove inside out as it is removed. Do not touch outside of gloves. Dispose of in sealable bins
- Clean all containers and wipe down product containers with a disinfectant daily
- Clean all counters, sinks, surfaces, and floor mats with disinfectant daily and within 3-hour intervals
- Clean safety shields after each customer
- Where possible, use disposable laundry and towels especially in rest rooms
- To avoid cross contaminations, roll inside of linen and sheets inward so that the used side is inside the laundry bundle
- Store soiled linen and towels in closed containers
- Launder clothing, towels and linen according to manufacturer's instructions, using the warmest allowed water setting
- Laundry disinfectant liquid can be used to disinfect towels during the rinse cycle

DRESSING ROOMS

- If possible, have the client change in a separate room than the treatment room enabling the room to be disinfected in between clients
- Instruct client on how to place clothing in sealed plastic bag



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- If possible, have disposable gowns, robes, spa wraps, face masks and slippers available for client. If not available have clean garments wrapped in plastic on the chair
- Remember to explain to client to put personal belongings, including jewellery, purse and bag also in sealed plastic bag provided

REST ROOMS

- Clean and disinfect high touch areas such as door handles, light switches, sinks, toilet seats, toilet handles, toilet paper dispensers and hand paper dispensers

STAFF BREAK ROOMS

- Clean and disinfect hard surfaces and high touch areas
- Establish occupancy limits/seating arrangements if necessary, according to local/government requirements (social distancing, etc)
- Remove shared publications, newsletters, etc

GENERAL PROCEDURES

- Keep the area you are working in well ventilated
- Avoid close contact with people who are sick
- If staff members do not feel well, do not come to salon or spa
- Avoid touching your eyes, nose, and mouth
- Wash hands frequently for at least 60 seconds
- Cough or sneeze into a tissue, then throw the tissue into a sealable bin
- Clean and disinfect frequently touched objects and surfaces using a disinfectant spray or wipe



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- Ensure that the salon or spa is fully stocked with antiseptic, disinfectant spray and PPE supplies
- Identify ways to visibly promote sanitation/cleaning activities (i.e. door hangers noting that sanitation is in progress, cards highlighting how often a space is sanitized, post confirmation that equipment has been cleaned between each use, etc)
- Refill soap dispensers and disposable towels and pay attention to having sufficient supplies
- Refill hand sanitizers and disinfectants regularly
- Check regularly supply of personal protective stock
- Charge 20 % more for the service of providing additional sanitation and PPE such as disposable gowns, face masks, gloves, linen etc
- Ensure that the salon and spa is fully stocked with gloves, masks, aprons, face screens and shoe protectors
- If a client or staff member is feeling ill, ask them to immediately telephone the doctor. For safety reasons do not allow sick person to stay on salon or spa

EMERGENCY PROCEDURES

- If Covid-19 symptoms are suspected, go to local COVID 19 website send the employee or client home so that he/she can call his/her doctor & get medical care. Encourage self-isolation
- The employee or client should not go directly to the doctor's consulting rooms as the employee or client can risk exposing other patients to Covid-19
- In the case of severe symptoms, if an employee or client is feeling very ill and needs care immediately, contact the Emergency Hotline or call



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the emergency services of your country or send the employee or client to the emergency department at your nearest healthcare facility

- Tell the emergency services or department telephonically BEFORE his/her arrival that she/he is suspected to have been infected by the Covid-19
- Do not travel with the potentially infected person
- Follow complete hygiene disinfection should this be suspected

INTERNAL COMMUNICATIONS

- Print and post new sanitation guidelines
- Communicate with employees about the reopening strategy
- Communicate with employees about new internal employee policies or role changes
- Communicate with employee's new sanitation duties
- Set up a process to gather feedback from employees and clients during a minimum of the first four weeks of reopening to identify areas that need to be adjusted or revisited.
- Inform vulnerable employees of their rights and protection during COVID 19

EXTERNAL COMMUNICATIONS

- Send welcome back emails to clients informing of the salon and spa re-opening and the new procedures such as:
 - a. Sanitation practices and policies
 - b. Payment changes (contactless)
 - c. Visual salon and spa differences
 - d. Social distancing requirement
 - e. Re- open date details to clients



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- f. Inform clients on digital treatment menus
- g. Inform clients on digital / telephone booking concept
- h. Thanking clients for loyalty during lockdown

Stay healthy and safe.

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