This document contains tools for the Los Angeles close contact services to plan for the safety of employees as they prepare to resume operations during the COVID-19 pandemic.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies as well as industry organizations. It is intended as supplemental information to businesses as they develop COVID-19 preparedness plans. It does not replace Los Angeles County Public Health required protocols or guidance from the state of California.

As of date of publication of this document – July 13, 2020 – hair salons and barbershops are not permitted to open in Los Angeles per a statewide order issued by Governor Newsom. Other personal grooming services such as nail salons and spa services (e.g., massage, facials, waxing) are also not permitted to open in Los Angeles. Please refer to the Los Angeles County Public Health Department for the required protocols for allowable activity for your business at this time.

This document will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles. The latest information can be found on Coronavirus.LACity.org/Business.
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Preparing to resume operations

Barbershops and Hair Salons

The questions below bring up common topics close contact services may need to address to safely resume operations. This is not an exhaustive list. Each business will need to adapt their plan to address their unique business circumstances and needs. You may find it helpful to write down your plan for some questions.

**Physical distancing:**
- Have you reconfigured floor plans to ensure workspaces are 6 ft apart? Installed physical barriers when that is not possible?
- Have you changed worker schedules to maximize physical distancing during start / end times?
- Do you have a plan in place to maintain physical distance for customers waiting for service?

**Cleaning and sanitizing:**
- Have you deep-cleaned your facility?
- Do you have enough cleaning supplies in inventory?
- Do you have a disinfection plan for workstations and common areas? High-touch surfaces?

**Employee health and personal hygiene:**
- Do you have enough masks, gloves, and other PPE required for employees in inventory?
- Do you have enough hand sanitizer / hand soap for employees?
- Do you have a plan to screen employees and customers for symptoms before entering worksite?
- Do you have a response plan in case an employee or customer tests positive?

**Facility safety:**
- Do you have a process to log all employees on site?
- Have you identified high-touch items you will remove or modify?
- Have you posted signs to remind employees of best practices? Where will they be posted?
- Is the HVAC system working properly? Have air ducts been cleaned recently?

**Customer expectations:**
- If applicable, have you communicated appointment only policy to customers?
- Do you have plan to make sure visitors are informed and prepared to visit your location?

**Employee support:**
- Have you trained employees on COVID-19 health and safety guidelines before returning to work?
- What has been done to better understand stressors, anxieties, and other COVID-19 related concerns of employees returning to work? Have you taken steps to address concerns?

**Employee notification:**
- Has 5 day notice been provided to recall any furloughed employees? (For more information, please see City of Los Angeles Ordinance 186602.)
Best Practices for Safe Operations
Barbershops and Hair Salons

The following list contains suggestions for close contact services to safely resume operations. These suggestions should be adapted based on the unique circumstance of each business.

These suggestions are not exhaustive. They will continue to be refined and revised. You can find the latest on Coronavirus.LACity.org/Business.

Physical Distancing (continued on next page)

Los Angeles county guidelines

- Measures are in place to ensure physical distancing of at least six feet between and among workers and customers, except when providing haircutting/styling services. These measures include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers/customers should stand).

- Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least six (6) feet

- Everyone who can carry out their work duties from home has been directed to do so

- Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home

- All workstations are separated by at least six (6) feet

- Barriers (such as plexiglass) are used at reception desks or other areas where physical distancing cannot be maintained in order to minimize exposure between workers and customers

- Occupancy in employee restrooms, break rooms and other common areas is limited to permit physical distancing. Reconfiguration of these sites (removal of chairs from break rooms, etc.) is implemented to practice physical distancing

- Workers are discouraged from congregating in high traffic areas, such as bathrooms, hallways, or credit card terminals

- Appointments are staggered to reduce reception congestion and to ensure adequate time for proper cleaning and sanitation between each customer visit. No walk-in appointments are available

- Alternate, staggered or shift schedules have been instituted to maximize physical distancing

- Staff meetings are held in a room that accommodates physical distancing or are held over the phone or via webinar

- Workers have been instructed to avoid handshakes, hugs, or similar greetings that break physical distancing

- Workers do not see multiple customers at once (e.g., while one customer’s hair is drying, another receives a haircut). Services for one customer are completed before a new customer is seen by the same worker

- Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait outside or in their cars instead of waiting in the salon or barbershop. Persons waiting outside should maintain a six (6) foot distance from each other
Best Practices for Safe Operations
Barbershops and Hair Salons

The following list contains suggestions for close contact services to safely resume operations. These suggestions should be adapted based on the unique circumstance of each business.

These suggestions are not exhaustive. They will continue to be refined and revised. You can find the latest on Coronavirus.LACity.org/Business.

Physical Distancing (continued from prior page)

Los Angeles county guidelines

- Employees have been instructed to maintain at least a six (6) foot distance from each other in all areas of the workplace as much as possible
- Occupancy in employee restrooms, break rooms and other common areas is limited to permit physical distancing. Reconfiguration of these sites (removal of chairs from break rooms, etc.) is implemented to practice physical distancing.
- Workflow is reviewed and changes made to permit physical distancing during pickups and deliveries. Shelving, bins, bulletin boards or other transfer-aiding materials are installed to avoid the need for person-to-person hand-offs of purchases
- If applicable, aisles in the production area are designated as one-way to support physical distancing

Additional suggestions

- Use floor markings to promote physical distancing and mark tables and chairs not in use
- Consider an exit from the facility separate from the entrance to allow for one-way foot traffic
- Limit face-to-face and close-contact interactions between staff and customers as much as possible during service
- Consider discontinuing massage treatments as part of service (i.e. scalp, neck massages)
- If applicable, assign an employee who may be stationed near the entrance to track capacity
Best Practices for Safe Operations
Barbershops and Hair Salons

Cleaning and Sanitizing (continued on next page)

Los Angeles county guidelines

- Disinfectant and related supplies are available to employees at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- Workers are provided time to implement cleaning practices during their shift. Cleaning assignments are assigned for the hours of operation and are part of the employee’s job duties

- Workstations are cleaned and disinfected between each customer.
  - Including rolling carts, drawers, hand mirrors, hair care and other products and containers
  - A new smock or cape is provided for each customer

- The entire facility, including product display areas, is cleaned and disinfected at least daily

- Workers using cleaners or disinfectants wear gloves and other protective equipment as required by the product instructions

- An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed

- A cleaning and disinfection plan has been developed to address the following:
  - High traffic areas, such as reception areas, areas of ingress and egress, including stairways, stairwells, and handrails;
  - Common areas and frequently touched objects (e.g., tables, doorknobs or handles, light switches, phones) are disinfected on an hourly basis during business hours using EPA approved disinfectants;
  - All handles, hoses, spray nozzles, and other equipment before and after use on a customer;
  - Chairs, headrests, shampoo bowls, and other items between use
  - All payment portals, credit card readers, pens, and styluses after each use

- Shears and other non-electrical tools are cleaned and disinfected by removing all visible debris, cleaned with soap and water, and dried. Then sprayed or wiped with or immersed in an EPA-registered disinfectant that demonstrates bactericidal, fungicidal, and virucidal activity approved for COVID-19. Tools are left to set for the full amount of time required by the disinfectant’s manufacturer. Immersed items like combs or brushes, are then removed at the end of contact time, rinsed, and dried with a paper towel or clean, freshly laundered towel.

- Electrical tools, such as clippers, are cleaned by removing all visible debris and disinfecting with an EPA registered disinfectant spray or wipe that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19

- Where appropriate, a paper cover, sheet or clean towel that can be easily disposed of or cleaned for use between customers is used

- All dirty linens, including towels, smocks, and reusable capes, are placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160° F for at least 25 minutes. Store all clean linens in a clean covered place. Ensure workers who handle dirty linens or laundry wear gloves

- Restrooms and handwashing facilities are kept stocked with soap, paper towels and toilet paper and sanitized regularly using EPA approved disinfectants on the following schedule:
Cleaning and Sanitizing (continued from prior page)

Additional suggestions

- Complete thorough and detailed cleaning of entire facilities prior to resuming operations, with focus on high-touch areas
- Complete frequent sanitization of high-touch surfaces and shared items per CDC guidelines (e.g., door handles, tables, chairs, counters, seating areas, restrooms, points of sale, phones, workstations)
- Disinfect all reused or shareable material between each use (e.g., pens, receipt trays, rolling carts, drawers of shared materials)
- If an employee / customer / guest tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines
- Provide enough time for workers to clean before, during and after shifts; workers should be compensated for time spent on cleaning tasks they are assigned
- Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- Cleaning staff should wear appropriate PPE for all cleaning tasks, including handling trash
- All employees should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds
- Cloth face coverings should be washed after each shift
- Customers should wash / sanitize hands upon arrival and departure
- Encourage customers to avoid using the restroom if possible and notify in advance, particularly for shorter appointments

Employee Health and Personal Hygiene (continued on next page)

Los Angeles county guidelines

- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon employees’ arrival. Temperature checks should also be done at the worksite, if feasible.
- Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all employees that had a workplace exposure to the case(s). The employer’s plan should consider a protocol for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures.
- All workers have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
- Vulnerable staff (those above age 65, those who are pregnant, those with chronic health conditions) are assigned work that can be done from home, whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
Best Practices for Safe Operations
Barbershops and Hair Salons

Employer Health and Personal Hygiene (continued from prior page)

- All employees who have contact with the public or other employees during their shift(s) are offered, at no cost, a cloth face covering. The covering must cover the nose and mouth and is always to be worn by the employee during the workday when in contact or likely to come in contact with others. Employees do not need to wear a cloth face covering when the employee is alone in a private office or a walled cubicle.

- Disposable gloves are provided to supplement frequent handwashing or use of hand sanitizer with at least 60% alcohol for tasks such as handling commonly touched items.

- Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms to assure that masks are worn consistently and correctly.

- A copy of this protocol has been distributed to each employee

- Workers are provided information on employer or government-sponsored leave benefits that the employee maybe entitled to receive, which would make it financially easier to stay at home, including employee’s sick leave rights under the Families First Coronavirus Response Act

- All workers have been told to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face

- Employees wash or sanitize hands before and after using or adjusting face coverings

- Employees avoid touching eyes, nose and mouth

- Employees are instructed to wash their face coverings daily

- Employees are using all required protective equipment, including eye protection and gloves when required for service. Workers can consider using glasses, goggles, or face shields in addition to face covering while providing service.

- Each worker is assigned their own tools, equipment, work supplies and defined workspace. Sharing held items is minimized or eliminated.

- Independent contractors and temporary workers are properly trained on these protocols and have necessary cloth face coverings and personal protective equipment. Business owners are to discuss these protocols with the organization supplying the independent contractors and/or temporary workers, prior to their return to work.

- To the extent feasible, this protocol and other COVID-19 related materials downloaded from the DPH Coronavirus website are provided in the languages of all employees

- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may come on to the premises as third parties

Additional suggestions

- Consider non-punitive sick leave options to allow employees to stay home when ill

- If using gloves, wash hands before putting on and after taking off and follow CDC guidelines on how to take off gloves

- Train all employees on symptom detection, sources of high risk to COVID-19, and COVID-19 exposure prevention measures

- Reinforce employee training on health and safety guidelines with periodic refresher trainings

- Establish a safety team to conduct safety trainings, and carry out health screenings

- Consider how to document all COVID-19 related trainings, training completions, and communications to employees regarding operational changes or positive cases in workplace

- Provide a copy of your COVID-19 related safety and health plan to employees and document receipt
Facility Safety (continued on next page)

Los Angeles county guidelines

- Hands-free equipment is installed wherever feasible (including restrooms) to reduce risk of contamination.
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building’s air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in the salon or barbershop.
- Doors are left open, where possible, if they do not open and close automatically.
- Cashless transactions are strongly encouraged. If reasonable, customers are enabled to swipe their own credit/debit cards, and card readers are sanitized between each guest use. If electronic or card payment is not possible, customers pay with exact cash payment or check.
- Break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
  - Break rooms
  - Restrooms
  - Other
- Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- Employees are prohibited from sharing food and beverages and encouraged not to share equipment in break rooms, including shared coffee brewers.
- Employees are allowed frequent breaks to wash their hands with soap and water, and employees should scrub their hands with soap for 20 seconds (or use hand sanitizer with at least 60% alcohol when employees cannot get to a sink or handwashing station.
- Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- Customers are verbally screened for COVID-19 symptoms upon arrival. If the customer is exhibiting any symptoms, has been sick, or has been exposed to someone who has been sick, the appointment is rescheduled at least 14 days in the future. Both screener and customer should wear a face covering for the screening.
- Amenities, including magazines, books, coffee, water, self-service stations, and other items for customers, have been removed from reception areas.
- Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
Facility Safety (continued from prior page)

- Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
- Clean face coverings are available for workers to ensure that if soiled, these can be changed during the shift. Where possible, offering clean face coverings to customers, should their face covering become soiled.
- Workers and customers must at all times, use cloth face coverings during haircutting and other close contact services. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unable to remove the mask or cloth face covering without assistance should not wear one.
- Disposable gloves are worn for services that require them (e.g. chemical hair services). Wearing gloves is done in conjunction with regular hand washing.
- All single use items, such as disposable wax collars, cotton, neck strips, and applicators are used once and immediately thrown away. Product samples, including make-up, must not be used at any time.
- Restrooms are free of any unnecessary products such as candles or beauty supplies.

Additional suggestions

- Log all employees that come on premise for purposes of supporting public health contact tracing.
- Consider providing documented temperature and/or symptom screenings for all workers at the beginning of their shift or upon entering the establishment, per LA County guidelines.
- Communicate health and safety guidelines to all employees / customers / visitors, including available contact to report guideline violations.
- Explore outdoor options for breaks and lunch times, if available and safe.
- Post signs for employees / customers / guests to remind them of physical distancing, PPE recommendations (e.g., face coverings), and to use hand sanitizer provided.
- Ensure adequate storage of necessary materials (e.g. face masks, gloves, cleaning materials).
- Encourage customers to only bring bare essentials with them (i.e. phone, keys, water bottle, towel) and to leave other items at home or in their car.
- Consider restricting visitor access, only customers allowed to be present for services (e.g. no pets, guests, children allowed in facility).
- Remove non-essential amenities from facility (e.g. waiting chairs, coffee tables, magazines, coffee makers).
Best Practices for Safe Operations
Barbershops and Hair Salons

Customer Expectations

Los Angeles county guidelines

- Services that cannot be performed with face coverings on both the worker and customer or that require touching the customer’s face, e.g., eyelash services, eyebrow waxing and threading, facials, etc., are not permitted until those types of services are allowed to resume.
- A sign notifying customers that they will be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering is posted at all entrances.
- A copy of this protocol is posted at all public entrances to the facility.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of cloth face coverings, policies in regard to making appointments, waiting outside or in their car for their appointment, preordering, prepayment, pickup and/or other relevant issues.
- Customers are contacted before the visit to confirm the appointment and to advise of the following:
  - Bring and use a face covering (preferably with earloops) during the visit;
  - Come to the salon or barbershop with freshly cleaned hair; and
  - Do not bring children or others to the appointment.
- Signage is posted that reminds customers to maintain social distancing of six (6) feet, wash hands or use sanitizer upon entry, stay home if they are ill or have symptoms consistent with COVID-19, and to communicate changes to service offerings. Signage should be posted in clearly visible locations, including at entrances, include pictograms, and be made available digitally (e.g., through e-mail).
- Signage is posted in display areas to let customers know it is cleaned and disinfected daily.
- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Additional suggestions

- Where applicable, consider asking client to perform partial steps prior to service where possible (i.e. wash own hair, shave, etc.)
- Customers showing visible symptoms of illness may be asked to reschedule their appointment and may not be served.
Employee Support

Additional suggestions

- Identify employee stressors; mitigate employee anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly.
- Provide training and updates to employees on new and pre-existing wellness programs, people policies, etc.
- Provide training on how to perform services while abiding by health and safety guidelines (i.e. optimizing distance, washing hands frequently, using disposable materials, etc.).
- Document what trainings were provided, when, and for whom.
Supporting Materials
Barbershops and Hair Salons

The following supporting materials are intended to supplement the suggested best practices for safe operations.

## Signs to post – download at Coronavirus.LACity.org/Business

<table>
<thead>
<tr>
<th>Key message of sign</th>
<th>Places to post</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best practices</strong>: Use PPE, keep 6' distance, wash hands, do not enter if feeling ill</td>
<td>entryway, front office, break room, etc.</td>
</tr>
<tr>
<td><strong>Face coverings</strong>: Reminder to wear face covering in accordance with LA City mandate</td>
<td>shared spaces, break room, treatment rooms, etc.</td>
</tr>
<tr>
<td><strong>Physical distancing</strong>: Keep 6'+ of distance at all times</td>
<td>main floor, near queuing areas, shampoo stations, etc.</td>
</tr>
<tr>
<td><strong>Washing hands</strong>: Remember to wash with soap / water or hand sanitizer</td>
<td>bathroom, kitchen, entry / exit, etc.</td>
</tr>
</tbody>
</table>

More signage, including industry-specific posters, available on website.
Example sanitization kit list and cleaning checklist

Sample on-site materials for cleaning and sanitizing

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout facility
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout facility encouraging everyone to frequently wash hands and sanitize
- Laundry detergent
- Disposable gloves, face masks and gowns for cleaning staff

Sample cleaning checklist

Clean on a frequent basis:
- Close contact equipment (e.g., scissors, combs, etc.)
- Countertops and other surfaces
- Customer seating
- Shelves
- Break rooms
- Registers
- Computers
- Windows
- Doors and door handles
- Railings
- Bathroom surfaces
- Carts, drawers and bins

Examples for physical distancing

Sample on-site materials for physical distancing

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or graphics) to instruct people where to walk and stand
- Floor markings to indicate where workstations should be placed to promote physical distancing, if possible
Example employee training best practices

**CDC recommended employee health guidelines**

- Employees and employers should consult the [CDC's Symptoms of Coronavirus](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)
- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/what-to-do-if-sick/what-to-do-after-sick.html)
- Send home employees who experience COVID-19 symptoms at work
  - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](https://www.cdc.gov/coronavirus/2019-ncov/worksites/precautions.html)
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/daily-living-guidance/ending-home-isolation.html)

For additional information please see: [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/worksites/guidance/businesses.html)

**CDC recommended personal hygiene guidelines for employees**

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees' phones, stations, or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For additional information please see: [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/worksites/guidance/businesses.html)
Example communications best practices

**Recommended employee communication practices for employers**

- Communicate frequently to make employees aware of operational changes for health and safety
- Provide details of the changes to employees, in writing
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before activities officially resume, examples include:
  - How to practice physical distancing/sanitizing at workstations
  - How to follow floor markings in facility
  - How to handle essential interactions with others at work
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays
- Consider communications focused on
  - Why the facility is safe and how it is following state guidelines
  - Instructions for how to prepare for arrival
  - Overview of what to expect when returning employees arrive, including new entrance guidelines, supplies, sanitization requirements, capacity limits, etc.

**Sample customer communication topics**

**Cleaning procedures**
- Let customer know about adjusted cleaning guidelines

**Opening hours and locations**
- Share updated opening hours and locations currently open/closed with guests

**What to expect**
- Communicate guidelines for what customers can expect when visiting the facility (e.g., capacity limits, hand sanitizer, floor arrows)

**Contact information**
- Phone number or email for visitors to contact if they have further questions

**Links to government and health websites**
- Links to COVID-19 guidance from CDC
The following resources provide additional guidance for close contact services on safe operations during the COVID-19 pandemic.

### Additional resources on safe operations

<table>
<thead>
<tr>
<th>Source</th>
<th>Description</th>
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Additional Resources
Barbershops and Hair Salons

The following city, county, state, and federal resources are available to support workers and businesses during the COVID-19 pandemic. This list will be updated as additional resources become available.

Additional Business Resources (1/3)

City
Los Angeles City Small Business Emergency Microloan Program (LA City)
In light of the sweeping impact the COVID-19 pandemic is having on our small business community, the City of Los Angeles has responded swiftly and decisively to support our local, community businesses. The newly established Small Business Emergency Microloan Program now provides financing needed to strengthen small business enterprises in this time of acute need that have been affected by the COVID-19 outbreak.

Los Angeles Commercial Evictions Moratorium
No landlord shall evict a commercial tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. These circumstances include loss of business income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of the tenant’s household who is ill with COVID-19, or reasonable expenditures that stem from government-ordered emergency measures.

L.A. CARES Corps
LA CARES Corps is a partnership between the City and County of LA to provide small businesses with the help they need to apply for federal loans under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

County
Unemployment Insurance Work Sharing Program (LA County)
Employers can apply for the Unemployment Insurance (UI) Work Sharing Program if reduced production, services, or other conditions cause them to seek an alternative to layoffs. The Work Sharing Program can help minimize the need for layoffs, retain trained employees and quickly prepare for when business conditions improve, and avoid the cost of recruiting, training and hiring new staff. It also helps employees whose hours and wages have been reduced keep their current job, receive UI benefits, and avoid financial hardships.

Payroll Tax Assistance (LA County)
Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.
Additional Business Resources (2/3)

State

Workers Compensation for COVID-19 (State of CA)
Governor Gavin Newsom announced that workers who contract COVID-19 while on the job may be eligible to receive workers’ compensation. The Governor signed an executive order that creates a time-limited rebuttable presumption for accessing workers’ compensation benefits applicable to Californians who must work outside of their homes during the stay at home order. Those eligible will have the rebuttable presumption if they tested positive for COVID-19 or were diagnosed with COVID-19 and confirmed by a positive test within 14 days of performing a labor or service at a place of work after the stay at home order was issued on March 19, 2020. The presumption will stay in place for 60 days after issuance of the executive order.

Waiving Penalties for Property Taxes (State of CA)
The Governor signed an executive order that waives penalties for property taxes paid after April 10 for taxpayers who demonstrate they have experienced financial hardship due to the COVID-19 pandemic through May 6, 2021. This will apply to residential properties and small businesses. Additionally, the executive order will extend the deadline for certain businesses to file Business Personal Property Statements through May 31, 2020, to avoid penalties.

Paid Sick Leave (State of CA)
Governor Newsom issued an executive order to support California workers from large employers in the food sector industry impacted by the COVID-19 pandemic with two weeks of paid sick leave, filling a gap left by federal relief that had provided similar paid leave benefits for employers with fewer than 500 workers. The Executive Order provides health and safety standards to increase worker and customer protection by permitting workers at food facilities to wash their hands every 30 minutes, or as needed, to increase proper sanitation measures.

Small Business Relief Payment Plans (State of CA)
Effective April 2, 2020, small business taxpayers, those with less than $5 million in taxable annual sales, can take advantage of a 12-month, interest-free, payment plan for up to $50,000 of sales and use tax liability only. Payment plan requests can be made through the State’s online services system in the coming months. At this point, the program is only available for sales and use tax liabilities. Qualifying sales and use taxpayers with deferred liabilities up to $50,000 will pay their tax due in 12 equal monthly installments. No interest or penalties will be assessed against the liability. The maximum amount that any taxpayer can defer, interest-free under this relief effort, is $50,000. If a taxpayer owes more than $50,000 and needs a payment plan for the amount over $50,000 we will have to have the taxpayer enter into one payment plan and adjust the appropriate amount of interest off toward the end of the 12 month period.

Extended State Tax Deadline (State of CA)
California State Controller Betty Yee announced that the deadline for filing income taxes for Californians is July 15, 2020. Due to the coronavirus outbreak, taxpayers and businesses will get three additional months to file income taxes and make payments without interest or penalties.
Additional Business Resources (3/3)

**Federal**

**Paycheck Protection Program (SBA)**

PPP offers small business loans with 1% interest rate to continue employing and paying employees and cover other business expenses during the crisis. This program provides $349 billion in forgivable loans to help small businesses stay afloat. Qualified applicants include small businesses and nonprofits with 500 or fewer employees, including sole proprietors and independent contractors. The maximum loan granted will be equal to 2.5 times the average monthly payroll cost for the previous calendar year—up to $10 million. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

On April 27, the SBA began accepting applications for the *second round* of PPP. The $484 billion COVID-19 rescue bill signed late last month by President Donald Trump included $310 billion in new money for the latest bailout. The initial round of $350 billion in forgivable PPP loans, which was allocated as part of the $2.2 trillion CARES Act stimulus, were exhausted in less than two weeks. The loan will be forgiven if employees are kept on the payroll for eight weeks and if the money is used for payroll, rent, mortgage interest or utilities.

**Small Business Administration (SBA) Debt Relief**

The SBA will pay 6 months of principal, interest, and any associated fees that borrowers owe for all current 7(a), 504, and Microloans in regular servicing status as well as new 7(a), 504, and Microloans disbursed prior to September 27, 2020. This relief is not available for Paycheck Protection Program loans or Economic Injury Disaster loans. Borrowers do not need to apply for this assistance. SBA has notified 7(a), 504 and Microloan Lenders that it will pay these borrower loan payments. Lenders have been instructed to refrain from collecting loan payments from borrowers. If a borrower's payment was collected after March 27, 2020, lenders were instructed to inform the borrower that they have the option of having the loan payment returned by the lender or applying the loan payment to further reduce the loan balance after SBA’s payment.