

Guide to infection control measures for businesses with one- to-one contact, such as hairdressers, body care, etc. (COVID-19)

National guide

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This guide has been prepared jointly by the Norwegian Institute of Public Health and the Directorate of Health, with the Norwegian Institute of Public Health being responsible for information concerning infection control. The Directorate of Health is the publisher.

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1.

Target group, purpose and responsibility

Who is this guide intended for?

This guide is aimed at hairdressers, businesses that offer skin care, tattoo, body piercing and other services covered by the [Regulation on hygiene requirements for hairdressing, skin care, tattoo and piercing enterprises, etc. \(lovdata.no\)](#). The Regulation also applies to other activities involving the penetration and destruction of skin, such as scarification and branding. The guide also applies to driving schools and other driving training; see [Section 15a of the COVID-19 Regulation \(lovdata.no\)](#).

Purpose of the guide

This guide provides advice on how businesses can carry out appropriate infection control measures and prevent employees and customers from being infected or spreading infection. The aim is to protect both customers and employees from infection. Cases of COVID-19 may still occur even if the measures are implemented. The recommended measures will help to limit the spread of infection.

Responsibility

Individual businesses are responsible for assessing whether the treatments they provide meet basic requirements regarding infection control and can therefore be offered. They must assess how the measures should be adapted to their particular activities and local conditions. In addition to the infection control measures described below, the requirements and procedures that normally apply to the business must also be followed. See also the section on risk assessment at the end.

If a customer or employee is diagnosed with COVID-19 after coming into contact with a business in some way, the Municipal Medical Officer will be responsible for subsequent follow-up and measures, e.g. in the form of guidance and contact tracing.

In addition to the requirements of the [COVID-19 Regulation \(lovdata.no\)](#), businesses should follow the infection control measures described in this guide.

Contents of the guide

The guide sets out basic infection control measures that everyone should follow throughout the pandemic.

If necessary, the Norwegian Directorate of Health and the Norwegian Institute of Public Health can provide further advice and recommendations. The guide will then be updated.

If necessary, municipalities can provide additional local advice and recommendations. The municipality will provide information about these.

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This is COVID-19

COVID-19 is a respiratory disease caused by the SARS-CoV-2 virus (coronavirus). People who are infected can develop anything from mild or no symptoms to severe illness. In rare cases, COVID-19 can be fatal.

Coronavirus infections are transmitted in the same way as colds and flu, i.e. through respiratory secretions such as mucus or saliva. The virus can be transmitted from one infected person to another in three ways.

- Droplet infection. Small droplets containing the virus are thrown into the air when someone who is contagious coughs, sneezes or speaks/sings.
- Direct contact. An infected person with virus on their hands from their own respiratory secretions transfers it through contact with others, e.g. when shaking hands. The next person then passes the virus from their hands to the mucous membranes of their eyes, nose or mouth.
- Indirect contact. This occurs when the virus has been transferred to furniture, objects or contact surfaces, such as door handles, keyboards, telephones etc. through sneezing/coughing, and other people then touching the same object or surface.

More information about COVID-19 and coronavirus can be found on the Norwegian Institute of Public Health's website:

- [The Norwegian Institute of Public Health's topic page on coronavirus](#)
- [Information poster for customers concerning infection control measures in connection with the COVID-19 pandemic](#)

Advice for businesses

Advice

Businesses are responsible for informing their employees and customers

- Businesses must ensure that all their staff are familiar with the infection control measures that apply to their business and that they are able to follow the measures.
- Hang up information for customers and staff giving advice about how to avoid infection. Posters: [Habits which prevent infection \(coughing and handwashing\)](#) and [Wash your hands, keep your distance, stay home if you are ill.](#)
- Businesses must keep a record of the customers who have received services over the past two weeks for use in the event of contact tracing. They must also keep a record of where their customers have received services and which employees provided services to each customer. Businesses must keep a record of this information in an appropriate manner for two weeks after the service is provided and inform their customers accordingly.
- When making an appointment, customers must be informed about measures for limiting transmission and the conditions that apply in order to receive the service, including that people with a fever or symptoms of respiratory tract infection cannot receive services.

Advice

Practical advice for reducing transmission risk

- Wherever possible, use contactless digital payment solutions. Alternatively, debit/credit cards or cash can be used. Wash or sanitise your hands after touching any surface. [Poster: Pay contactless if possible \(PDF\).](#)
- • Drinks may be served directly to the customer, but not by self-service.
- Magazines, newspapers, etc. should not be available in waiting areas or anywhere else in the premises.

Advice

Sick people should stay at home

- Employees should not go to work if they have a fever or symptoms of respiratory tract
- infection Employees who are in [quarantine or isolation \(fhi.no\)](#) must not go to work.

- Employees must leave the workplace immediately if they develop a fever or symptoms of respiratory tract infection. Employees who become ill at work should not travel home on public transport. If an employee cannot travel home in any other way, the employer may contact the municipality for guidance.
 - Customers should not visit a business if they have a fever or symptoms of respiratory tract infection or if they are in quarantine or isolation.
 - Businesses must inform their customers of this when they make an appointment. They should also explain this when customers are reminded about their appointment (e.g. by text message), so that the customers can cancel their appointment if they become ill or go into quarantine.
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Advice

Hand hygiene and cough etiquette

Employees and customers should follow general advice concerning good hand hygiene and cough etiquette.

Read more in the article [Hand hygiene, cough etiquette, wearing of facemasks, cleaning and laundry on the Norwegian Institute of Public Health's website](#).

In addition to the general advice, businesses should do the following:

- Wash or sanitise your hands before and after each customer.
 - Customers should be offered hand-washing/hand disinfection when they arrive at the premises and after the end of their treatment session.
 - Employees should avoid wearing rings, hand jewellery or wristwatches. Employees should keep their nails cut short.
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Advice

Extra cleaning

Advice concerning cleaning in connection with COVID-19 in sectors outside the health service can be found in the article [Cleaning and disinfection in connection with COVID-19 for sectors outside the health service in the Corona guide on the Norwegian Institute of Public Health's website](#).

Advice

Reduce physical contact between people in the premises

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- Avoid shaking hands and other unnecessary physical contact, especially close face-to-face contact. Where close face-to-face contact is necessary, avoid speaking.
- Maintain a distance of at least one metre between customers, between employees and between employees and other employees' customers in the premises. This applies in waiting areas, work rooms and break rooms. An exception to this applies when mentoring apprentices.
 - Employees should keep at least one metre apart from each other, except when mentoring apprentices.
 - Employees should keep at least one metre away from other employees' customers. Remember to maintain a safe distance from colleagues during work, meetings and breaks. It is the distance from face to face that is most important.
- There should be at least one metre between people who are sitting next to each other, measured shoulder-to-shoulder. If you stand back-to-back, there is less risk of transmission.
- Customers should stay at least one metre (face-to-face or shoulder-to-shoulder) from each other everywhere on the premises. This applies to proximity over time, not just when people pass each other. Distances could for example be marked using tape on the floor. Consider rearranging the furniture on the premises if necessary.
- If it is difficult to keep a safe distance apart, consider restructuring the business so that appointments are scheduled to allow sufficient time between each customer and, for example, by having the employees working at different times.
- Consider reducing the use of core hours, so that employees can arrive at work at different times and can therefore avoid travelling by public transport during peak hours.
- Businesses could consider using a fixed or flexible partition between working areas. The partition should cover an area from the chair/treatment bench up to a height of two metres, as well as the entire width of the area where the customer and employee sit or stand during the treatment.
- In situations where face-to-face contact within one metre is essential (e.g. nail design), a physical barrier can be placed between the employee and the customer, such as plexiglass, where possible.

Advice

Personal protective equipment

- While it is not a general recommendation to wear a facemask, the Norwegian Institute of Public Health may advise people to do so in situations where it is not possible to maintain a distance of one metre if the transmission rate rises.
- Businesses with one-to-one contact must maintain a list of their customers who have received services from them during the previous two weeks for use in the event of infection tracking contact tracing.
- It is not recommended that employees wear gloves except in situations where they would normally wear them.
- If face masks and gloves are worn in a business, the manager should ensure that the staff are trained in their correct use.
- More information on the above recommendations and advice about wearing a medical face mask, cloth face covering or gloves in the businesses concerned can be found in the article [Hand hygiene, cough etiquette, wearing of facemasks, cleaning and laundry in the Coronavirus guide on the Norwegian Institute of Public Health's website.](#)

Advice

Employees who may be in risk groups

For updated information on people who may be at higher risk of COVID-19 infection, see the [Advice and information for risk groups on the Norwegian Institute of Public Health's website](#). Staff belonging to groups at greater risk of developing severe COVID-19 disease should be assessed individually in relation to work adjustment.

Advice

Employers must carry out a risk assessment of the working environment

Employers must map and carry out a risk assessment of all hazards and problems that may arise as a result of coronavirus. Employers must draw up a plan and implement measures to prevent transmission within the business. Occupational health services may be contacted if assistance is needed to assess risks and draw up plans and associated measures.

Read more on the Norwegian Labour Inspection Authority's website

- [Risk assessment \(arbeidstilsynet.no\) Risk help \(arbeidstilsynet.no\)](#)
 - [Information about COVID-19 and measures in working life \(arbeidstilsynet.no\)](#)
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Advice

Infection control advice in the event of an increase in the infection rate

The Norwegian Directorate of Health and the Norwegian Institute of Public Health may issue stricter advice and recommendations in situations where there is an increased risk of infection.

In such situations, the following advice and recommendations may be appropriate:

- Reduce or temporarily withdraw treatments which involve close face-to-face contact
- Wear face masks in situations where it is not possible to maintain a distance of one metre
- Avoid serving food and drinks to customers
- Consider temporarily closing the business

Municipalities can also establish local measures and stricter requirements for businesses under Section 4-1 of the [Act on protection against infectious diseases \(lovdata.no\)](#).

Change log

12 September

- Section 15 of the COVID-19 Regulation, which regulates businesses which provide hairdressing, skin care, tattoo and piercing services, has been amended with effect from 12 September. This change also applies to driving schools and other driver training; see Section 15a. The change means that some of the regulatory requirements applicable to businesses are repealed. Most of what was previously stipulated as a requirement in the Regulation is now presented as advice and recommendations in the guide.
- The structure of the guide has been revised and the content shortened.
- It is clarified that the guide contains advice and recommendations on basic infection control measures which everyone should follow throughout the pandemic. At the back of the guide, possible measures are listed for use in the event of an increase in the infection risk.

15 June

- **Chapter 1 under "Requirements concerning appropriate infection control measures in businesses in the COVID-19 Regulation" and Chapter 2 under "General advice"**: Updated one paragraph in connection with the amendment of the COVID-19 Regulation: "For use in the event of infection tracking carried out by the municipality under Section 3-6 of the Infection Control Act, businesses shall take and retain contact details for customers who have received services during the previous two weeks. Businesses shall maintain a list of where the customer received services and the employees who provided services to each customer. This list shall be retained in an appropriate manner and erased two weeks after the service is provided. Businesses must inform their customers about this."

14 May

- Clarification concerning driving schools and other driver training in Chapter 1.

12 May

- Added statement indicating that the guide also applies to driving schools and other driver training.

27 April

- Added the guide in the following languages: Arabic, Chinese, Polish, Sami, Thai and Vietnamese.

24 April

- Added English version of the guide.

