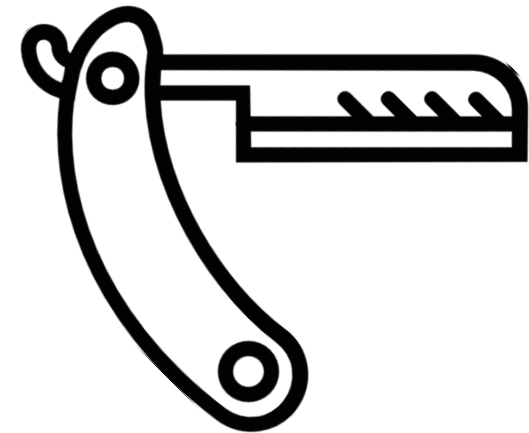


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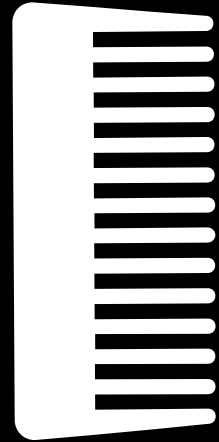
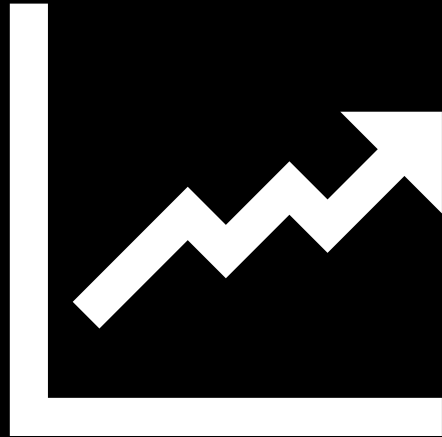
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**SANITATION GUIDELINES,  
SERVICE PROTOCOLS &  
STEPS TO SUCCESS**



# BACK TO BUSINESS



At American Crew, we care about you and your businesses.

Please note these guidelines are a general overview of recommendations. Please always refer to your government and state sanitation laws related to your workplace for you and/or your employees.



**BEFORE REOPENING THE  
SALON/SHOP AND RETURNING  
BACK TO WORK, CONSIDER:**



Email or connect on social media with your current client base to inform them of your reopening plan and sanitation protocols moving forward.



Clear out existing magazines, leaflets and sampler products.



Create a suitable space between chairs in the waiting area and consider marking areas on the floor to promote social distancing.



Disinfectants should be bactericidal, viricidal and fungicidal.



Disinfect and deep clean all areas of the business and create a back to work plan for your teams to inform them of new hygiene protocols and service procedures.



Place signage that can be easily seen by all clients on entry of the business informing them of your safety guidelines for reassurance.



Consider floor markers/stickers to allocate appropriate distance between clients and reception desk.



Reception area to have spaced seating, hand sanitizer, and a “no touch” product display policy. Products to be handled and recommended by the professional only, wearing gloves if required.



**Plexiglass (sneeze guard)  
on reception to be  
considered.**

**Payment: online options  
only (Apple Pay, Zelle,  
etc). No cash policy.**



**Appointments and  
staff rosters to be  
staggered to limit  
and control number  
of clients/guests in  
salon.**



**Ask that your clients  
do not bring anyone  
to their appointment  
with them.**



**Space cutting/barber  
chairs out if possible. If  
not, have a chair free in  
between to allow for  
social distancing.**



Recommend clients wait outside or in their cars until their service is ready to commence.



**Clean AND disinfect frequently touched surfaces.** This includes tables, door handles, light switches, countertops, desks, phones, keyboards, toilets, taps and sinks.

Adhere to the recommended contact time for the product you are using.

*\*See [LINK](#) for more information.*



Be sure to include any shared technology such as iPads, computers or cash registers.



**Sanitize and sterilize all equipment as normal.**

Refer to your government guidelines for regulations.



# 6 STEPS TO SUCCESS

1. SET THE STAGE - GETTING YOUR SPACE PREPARED FOR THE COMEBACK
2. MAKE THEM COMFORTABLE - REASSURANCE AND PREPARATION
3. THE WELCOME – BEGINNING THE SERVICE
4. TIME TO RELAX – THE SHAMPOO EXPERIENCE
5. THE SERVICE – THE HAIRCUT & BEYOND
6. POST SERVICE – THAT'S A WRAP



# 1. SET THE STAGE

## GETTING YOUR SPACE PREPARED FOR THE COMEBACK

- Disinfect and deep clean all areas of the business and create a back to work plan for your teams to inform them of new hygiene protocols and service procedures.
- Clear out existing magazines, leaflets and sampler products.
- Create suitable space between chairs in the waiting area and consider marking areas on the floor to promote social distancing.
- Email and/or connect on social media with your current client base to inform them of your reopening plan and sanitation protocols moving forward.
- Place signage that can be easily seen by all clients on entry of the business informing them of your safety guidelines for reassurance.
- Consider floor markers/stickers to allocate appropriate distance between clients and reception desk.



## 2. MAKE THEM COMFORTABLE

### REASSURANCE AND PREPARATION

- Place signage or certificates on your mirrors stating dedication to infection control and protocol.

→  *\*See [LINK](#) for more information.*

- Wear a mask and gloves (if required) for all services.
- Wash and sanitize your hands in front of your client if possible before beginning your service.
- Clean and sanitize the chair and station with appropriate disinfectant in front of the client before seating them, and immediately after the service.



### 3. THE WELCOME

#### BEGINNING THE SERVICE

- Know and greet your client by name to add a personal touch.
- Do not shake hands.
- Ask your client to hang their own coat avoiding other's belongings.
- Ask your client to show style selector images to you from their phone rather than using magazines for consultations.
- If required, use neck strips to keep capes away from skin or place towel in the collar area creating a barrier between the skin and cape.



## 4. TIME TO RELAX

### THE SHAMPOO EXPERIENCE

- Wear mask and gloves when shampooing, along with sanitizing the wash basin and chair before and after.
- Offer the client a towel to lay over their face for comfort if they want to shield their face further.
- Cleanse the hair and scalp with the best suited shampoo for your client's needs. Don't forget the power of a cooling scalp massage with Daily conditioner.



## 5. THE SERVICE

### THE HAIRCUT AND BEYOND

- If your client is wearing a mask when you are cutting their hair, ask them to take off the ear straps and hold it over their nose and mouth when you are detailing the hairline.
- If shaving, wear a mask and gloves. Beard shaping can be executed if your client holds the mask over the nose and mouth, but around the lip area will be up to your discretion.
- Avoid contact with client's face unless wearing fresh gloves.
- If using a hairdryer keep on low heat/cool and low speed.
- Show client how to style their hair using appropriate products. For pucks and tubs use a spatula that can be cleaned and disinfected after each use.
- Rebook and schedule the appointment before they leave.



## 6. POST SERVICE

### THAT'S A WRAP

- Neck strips, tissues and towels to be put in a “no touch” vessel after each service before removing gloves.
- Clean and disinfect other styling, shampoo and conditioner bottles regularly.
- Launder all towels and capes after each client on a high heat, making sure there is no moisture or dampness in the linens.
- All tools to be sanitized immediately after each service using immersion methods/spraying and or wiping adhering to contact guidelines.
- Clean and disinfect clippers used as required by state rules.



# 6 STEPS TO SUCCESS QUICK GUIDE PDF TO BE DISPLAYED IN THE STAFF ROOM NEXT TO COUNTRY AND STATE GUIDELINES.



## 1. SET THE STAGE – Get your space prepared.

- Deep clean and disinfect all areas of your station, salon and tools adhering to country and state guidelines.
- Keep suitable space between your chairs and clients and maintain social distancing.

## 2. MAKE THEM COMFORTABLE – Reassurance and preparation

- Display your BARBICIDE® infection control certification clearly at your station.
- Wear a mask and gloves (if required) for all services.
- Wash and sanitize your hands in front of your client if possible before beginning your service.
- Clean and sanitize the chair and station with appropriate disinfectant in front of the client before seating them, and immediately after the service.

## 3. THE WELCOME – Beginning the service

- Know and greet your client by name to add a personal touch.
- Do not shake hands.
- Ask your client to hang their own coat..
- Ask your client to show style selector images to you from their phone.
- Use neck strips, towels or covers to keep capes away from the skin.

## 4. TIME TO RELAX – The shampoo experience

- Wear mask and gloves when shampooing, along with sanitizing the wash basin and chair before and after
- Offer the client a towel to lay over their face for comfort if they want to shield their face further.
- Cleanse the hair and scalp with the best suited shampoo for your client's needs. Don't forget the power of a cooling scalp massage with Daily conditioner.

## 5. THE SERVICE – The haircut and beyond

- If your client is wearing a mask when you are cutting their hair, ask them to take off the ear straps and hold it over their nose and mouth when you are detailing the hairline.
- When (and if) shaving, wear a mask and gloves. Beard shaping can be easily executed if your client holds the mask over the nose and mouth, but around the lip area will be up to your discretion.
- Avoid contact with client's face unless wearing fresh gloves.
- Show client how to style their hair well using appropriate products. For pucks and tubs use a spatula that can be cleaned and disinfected after each use.

## 6. POST SERVICE – That's a wrap

- Neck strips, tissues and towels to be put in a "no touch" vessel after each service
- Clean and disinfect other styling, shampoo and conditioner bottles regularly.
- Launder all towels and capes after each client on a high heat, making sure there is no moisture remaining.
- All tools to be sanitized immediately after each service using immersion methods/spraying and or wiping adhering to contact guidelines.
- Clean and disinfect clippers used as required by state rules.

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**FOR AN INFECTION CONTROL CERTIFICATION COURSE, WE RECOMMEND VISITING THE BARBICIDE® WEBSITE TO ASSIST YOU AND YOUR TEAMS IN DEMONSTRATING YOUR DEDICATION TO PROVIDING SAFE SERVICES IN THE SALON, SPA OR BARBERSHOP.**



## BEHIND THE CHAIR'S INSTRUCTIONS ON HOW TO DISINFECT YOUR SALON SPACE.

SEE FULL CHECKLIST [HERE](#).



# HOW TO DISINFECT YOUR SALON SPACE

### GREETING CLIENTS:

- Escort your client to where she can hang her coat where it isn't touching other coats.
- Have your client wash her hands with soap and water for 20 seconds.
- Wash your hands with soap and water for 20 seconds in front of your client so she can see you.
- Avoid hugging and shaking hands to prevent unnecessary contact.

### AT YOUR STATION:

- Clean and disinfect the products and tools you will be using—make sure your client can see you do this.
- Use Barbicide appropriately: Barbicide Concentrate requires 10 minutes of contact time, Barbicide Wipes require 2 minutes of contact time.
- Do not share tools, products, dryers, brushes, combs or other items.

### CLEAN AND DISINFECT HIGH-TOUCH SURFACES REGULARLY, INCLUDING:

- Stations
- Backbar
- Shampoo basins
- Nozzles
- Tools
- Break room
- Reception area
- Chairs
- Doorknobs
- Phones
- Keyboards
- Toilet
- Light switches
- Handles
- Countertops
- Retail testers

### TOWELS & CAPES:

- Wash towels and capes regularly. Use gloves when handling dirty towels and capes, or thoroughly wash your hands after touching them.
- Clean and disinfect laundry hampers regularly, or use a disposable liner.



\*Behindthechair.com is offering this guide as a suggestion to protect your salon, but please refer to the Centers for Disease Control & Prevention for official guidelines.

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**BEHIND THE CHAIR'S RECEPTION  
DISPLAY OPTION.**

# **SALON SAFETY GUIDELINES:**

- **Our salon is well-stocked with disinfectants, sanitizers and cleaning supplies.**
- **We will require clients and stylists to wash their hands before undergoing any services.**
- **We are following a rigorous cleaning schedule to ensure all stations, high-touch surfaces, towels, capes and products are disinfected on a regular basis.**
- **Employees who show flu-like symptoms will be required to stay home until they are symptom-free.**

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**SUGGESTED MERCH TO CREATE  
AND DISPLAY IN SALONS.**



## **OUR COMMITMENT TO YOU**

Today we will adhere to our country and state sanitation guidelines to keep us both safe by:

- Washing our hands before your service, and ask you to do the same.
  - Disinfect the chair, station and tools appropriately before and after your service.
  - Wear a face mask and fresh gloves.
- Avoid touching my face, and ask you to do the same.




**OUR VERSION OF SAFETY  
GUIDELINES TO BE DISPLAYED  
ON RECEPTION DESK.**



**OUR COMMITMENT TO YOU**

- Our salon is well stocked with all disinfecting and cleaning supplies and we are following all the appropriate protocols and guidelines rigorously.
- The staff at **(input salon name here)** are well trained in hygiene and sanitation laws according to government guidelines.
- We are well stocked with all disinfecting and cleaning supplies and are following all the appropriate cleaning and disinfecting guidelines rigorously.
- We ask you to sanitize your hands with the product provided, wear a mask and maintain social distancing whilst waiting for your appointment.
  - Thank you from everyone at **(input salon name here)!**

 **(input salon handle here)**

 **(input salon LINK here)**

**Insert salon website here**

**Insert salon phone number and email here**



# MASKS



You and your client should wear a face cover. If possible, have disposable face masks made available to clients.



Cloth face coverings should not be placed on young children under age 2.



The cloth face cover is meant to protect other people in case you are infected.



Do not use a facemask meant for a healthcare worker.



The cloth face cover is not a substitute for social distancing.

# HANDS & GLOVES

- If choosing to wear gloves, they must be changed with each service.
- **Wash your hands** often with soap and water for at least 20 seconds, especially after you have been blowing your nose, coughing, or sneezing.
- As washing your hands is one of the most effective ways to prevent the spread of germs, you can use a **hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
  - Sanitizers do not get rid of all types of germs.
  - Hand sanitizers may not be as effective when hands are visibly dirty or greasy.
  - Hand sanitizers may not remove harmful chemicals from hands like pesticides and heavy metals.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.
- **Have hand sanitizer readily available for staff as well as guests**, especially on entry and exit of the premises.



# COUGHS & SNEEZES

- If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.
- **Throw used tissues** in a “no touch” trash.
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.





# STAY AT HOME POLICY

Create a strong “stay at home” policy that speaks to the customer and the employee.

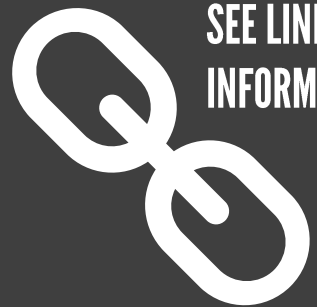
- If you feel sick.
- If your children are sick.
- If someone in the household is sick or has an underlying health condition.



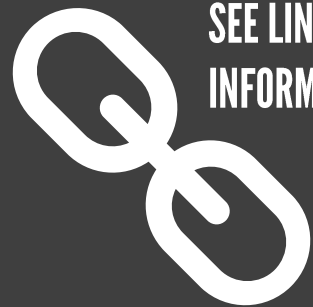


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# CDC'S GUIDANCE FOR CLEANING & DISINFECTING PUBLIC SPACES, WORKPLACES, BUSINESSES, SCHOOLS, AND HOMES.



SEE LINK FOR MORE  
INFORMATION.

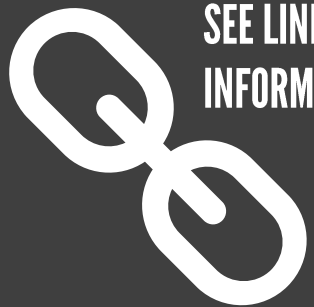


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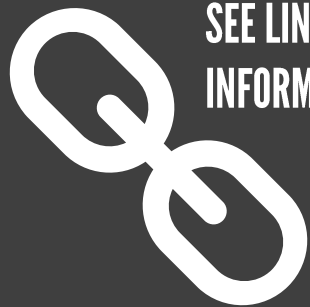


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## WORLD HEALTH ORGANIZATION'S STEPS TO PROPERLY HAND WASH & RUB:



SEE LINK FOR MORE  
INFORMATION.



SEE LINK FOR MORE  
INFORMATION.

A M E R I C A N

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