



SOCIAL DISTANCING

Ensure >6ft between individuals

- Ensure separation of 6 feet or more between individuals where possible
 - Close or reconfigure worker common spaces and high density areas where workers are likely to congregate (e.g., break rooms, eating areas) to allow social distancing; remove chairs and / or use distance markers to assure spacing (e.g., grooming workstations, counter space, office space)
 - Maintain physical distancing in businesses with multiple groomers by limiting the number of groomers working together at the same time, working at every other table, and allowing only one worker and one pet at a time in the pet bathing area.
 - Physical partitions must separate workstations that cannot be spaced out, (partitions must be at least 6 feet in height)
- Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)
- Stagger lunch and break times, regulating max number of people in one place and ensuring at least 6 feet of physical distancing
- Ensure proper distancing with customers
 - Communicate with clients via telephone or video-chat to avoid in-person conversations
 - Customers may enter the facility to drop off their pets provided other physical distancing guidelines are met; curbside drop-off is encouraged
 - Grooming salons must supply leashes to guide pets so there is no hand-off of an owner's leash at time of service
 - Customers should call or text upon arrival to the salon to arrange for drop off or pick up of their pet
 - Install visual markers to encourage customers outside to remain at least 6 feet apart
- Require face coverings for all workers and customers, except where unsafe due to medical condition or disability
- Grooming services may be provided only in mobile units, salons, or stores
- Contactless payment methods are encouraged



HYGIENE PROTOCOLS

Apply robust hygiene protocols

- Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands to frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative
- Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)
- Post visible signage throughout the site to remind workers of hygiene and safety protocols.
- Avoid sharing tools and supplies between workers
- Prior to accepting a pet, ask the owner if anyone in the house has COVID-19. Grooming cannot be allowed if someone in the client household is confirmed to have or suspected of having COVID-19



STAFFING & OPERATIONS

Include safety procedures in the operations

- Provide training to workers on safety standards, up-to-date safety information and precautions including hygiene and other safety measures
- Adjust workplace hours and shifts to minimize contact across workers and reduce congestion at entry points
- Customers may enter facility to drop off their pets provided other physical distancing guidelines are met, though curbside drop-off is still encouraged
- Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas
- Ensure that workers feeling ill stay home
- Encourage workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) to stay home
- Encourage workers to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH
- Post notice to workers and customers of important health information and relevant safety measures as outlined in the Commonwealth's [Mandatory Safety Standards for Workplace](#)



CLEANING & DISINFECTING

Incorporate robust hygiene protocols

- Conduct daily cleaning and disinfection of site (at least daily and more frequently if feasible)
- Disinfect heavy transit areas and high-touch surfaces (e.g., doorknobs, shared tools, bathrooms)
- Keep cleaning logs that include date, time and scope of cleaning
- Disinfect tools between customers (e.g., shampoo bowls, shears, combs, brushes)
- In event of a positive case, shut down site for a deep cleaning and disinfecting of the workplace in accordance with current guidance