



**SECTOR SPECIFIC WORKPLACE SAFETY STANDARDS FOR
PET GROOMING SERVICES TO ADDRESS COVID-19
As of May 18, 2020**

Purpose

These sector specific COVID-19 workplace safety standards for Pet Grooming Services are issued to provide owners and operators of Pet Grooming services workers and customers with instructions to help protect against the spread of COVID-19 as pet grooming services re-open.

These standards are minimum requirements only and are not exclusive or exhaustive. The public health data and matrix upon which these guidelines are based can and does change frequently, and the owner or operator for each Pet Grooming Service is accountable staying abreast of any updates to these requirements.

Standards for Responsible Pet Grooming Sites in Massachusetts:

No activity in Pet Grooming Services can occur without meeting these sector specific COVID-19 workplace safety standards for Pet Grooming Services. These standards apply to all Pet Grooming sites until rescinded or amended by the State.

The following workplace specific guidance is organized around four distinct categories covering Social Distancing, Hygiene Protocols, Staffing and Operations, and Cleaning and Disinfecting.

I. Social Distancing

- 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 taller than a standing worker)
- 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 are not permitted in the business or facility; Pets must be dropped off curbside

- 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

II. Hygiene Protocols

- Ensure access to handwashing facilities on site, including soap and running water, wherever possible and encourage frequent handwashing; 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)
- Avoid sharing tools and supplies between workers
- Post visible signage throughout the site to remind workers of hygiene and safety protocols
- 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

III. Staffing and Operations

- Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission
- Adjust workplace hours and shifts (leverage working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion at entry points
- Do not allow visitors or customers on site, pet drop-off must occur outside. Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas
- Workers must stay home if feeling ill
- Workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home
- Workers should be encouraged to self-identify to the owner or operator of the business symptoms or any close contact to a known or suspected COVID-19 case
- Encourage workers who test positive for COVID-19, to disclose to the employer of the office for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer should notify the local Board of Health (LBOH) where the workplace is located and work with them to trace likely contacts in the workplace and advise workers 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 government guidelines

IV. Cleaning and Disinfecting

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

Additional worker safety guidelines and resources (with hyperlinks to web pages) are available below:

U.S. Department of Labor, Occupational Safety and Health Administration (OSHA):

[OSHA – COVID-19 Webpage](#)

[OSHA – Enforcement Guidelines Webpage](#)

[OSHA Fact Sheet – Protecting Workers During a Pandemic](#)

U.S. Centers for Disease Control (CDC):

[CDC – Environmental Cleaning and Disinfection Recommendations](#)

[CDC – Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease \(Updated 3/21/20\)](#)

Additional Information:

Massachusetts State Coronavirus (COVID-19) Website
mass.gov/covid19

United States Centers for Disease Control and Prevention Coronavirus (COVID-19) Website
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>