

DRAFT SAINT LUCIA CODE OF PRACTICE

DCP 13 - 4

CODE OF HYGIENIC PRACTICE FOR BEAUTY AND WELLNESS PART 4: PARTICULAR REQUIREMENTS FOR HAIR DRESSING AND BARBERSHOP ESTABLISHMENTS

Edition 1.0

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The Saint Lucia Bureau of Standards was established under the Standards Act (No. 14 of 1990) and started operations on 01 April 1991. A broad-based 15-member Standards Council directs the affairs of the Bureau.

The Standards Act gives the Bureau the responsibility to develop and promote standards and codes of practice for products and services for the protection of the health and safety of consumers and the environment as well as for industrial development in order to promote the enhancement of the economy of Saint Lucia. The Bureau develops standards through consultations with relevant interest groups. In accordance with the provisions of the Standards Act, public comment is invited on all draft standards before they are declared as Saint Lucia National Standards.

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In accordance with good practice for the adoption and application of standards, Saint Lucia National Standards are subject to review every five years. Suggestions for improvements are always welcomed at any time after publication of the standard.

**CODE OF HYGIENIC PRACTICE FOR BEAUTY AND WELLNESS
PART 4: PARTICULAR REQUIREMENTS FOR HAIR DRESSING AND
BARBERSHOP ESTABLISHMENTS**

AMENDMENTS ISSUED SINCE LAST PUBLICATION

| Amendment No. | Date of Issue | Type of Amendment | Text(s) Affected |
|----------------------|----------------------|--------------------------|-------------------------|
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ATTACHMENT PAGE FOR SLBS AMENDMENT SHEET

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The following persons comprised the Technical Committee which was responsible for the formulation of this standard:

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| Members | |
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| Chesterfield Octave | National Consumers Association |
| Clara King | Holistic Chateau |
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| Lucia Zepherin | Cool Water Day Spa |
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| Martha Willie | The Holistic Therapy School of Saint Lucia |
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Foreword

This new national code of practice was developed to provide guidelines as a basis for establishing and operating hairdressing and barbershop facilities in Saint Lucia according to best hygienic and safety practices. This national code of practice was approved by the Standards Council **on.....**

This code of practice establishes the minimum requirements for the provision of quality services by hairdressers and barbers. This code builds on the requirements and is intended to be used with the *SLCP 13-1 Code of hygienic practice for beauty and wellness Part 1: General Requirements*. The SLCP 13-1 sets the level of hygiene required by all beauty and wellness establishment while this specification is specific to hairdressing and barbershop establishments. The use of this code of practice should not preclude beauty and wellness establishments that offer more services besides hairdressing from following the specific particular requirements that are applicable.

The implementation of this guide is intended to foster a culture of health and safety practices as well as professionalism within a sector that is closely associated with the tourism industry.

By complying with and improving these minimum requirements it is hoped that the practitioners within the sector will consistently meet and exceed customer expectations in an efficient and cost effective manner while providing a service that is safe and hygienic.

This code of practice can be used as a tool by competent authorities under any programme of certification or licensure.

In preparing this document considerable assistance was derived from the following documents:

- Health (Hairdressers) Regulations 1980, the South Taranaki District Council's Environmental Health;
- Public Health (Hairdressing) Code of Practice 2000, Instrument no. 11 of 2000.

Annex A is a normative annex and forms part of the substantive requirements of this standard.

Annex B is an informative annex that provides further clarification of text within standard and does not form part of standard requirements.

1 Scope

This code of practice establishes guidelines for hygienic operations of hairdressing and barbershop facilities.

This code provides best practice requirements for the provision of hair related services in a safe and hygienic environment.

2 Normative reference

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

— *SLCP 13-1 Code of practice for beauty and wellness facilities – Part 1: General requirements*

3 Terms and definitions

For the purposes of this document the following terms and definitions shall apply.

3.1 barber

a person who's occupation is to cut and dress the hair of customers and to shave or trim facial and other hair

3.2 competent authority

a Minister, Ministry, Department of government, statutory body or any authorised person administering any law regulating the barber shops and hairdressing salons

3.3 hair salon barbershop

shop, business, or department of a store operated by any person for the purpose of offering or conducting hairdressing, barbering and related services as specified to the area of qualification by competent authority

3.4 hairdresser

a person who cuts, styles, chemically treats, adds extensions or otherwise modifies hair as an occupation

3.5 proprietor

a person engaged in the business of hairdressing or barbering

3.6 qualified supervisor

an individual with at least five (5) years of experience in barbering, hairstyling or hairdressing and who satisfies the criteria of 15 hours of Continued Professional Development annually which allows them to be registered

4 General requirements

4.1 Legal

All hairdressing and barbering facilities shall comply with national regulations for public health required for operating a barbershop or hair dressing salon.

NOTE Refer to Barbershop Act No. 8 of 1975 for further information.

In addition to the requirements of *SLCP 13-1 Code of hygienic practice for beauty and wellness – Part 1: General requirements* the following specific requirements outlined in this standard shall apply to barbershops and hair dressing salons.

The requirements of this part of SLCP 13 supplement those in *SLCP 13-1* and should not be considered as the only applicable requirements for the hairdressing and barbering establishments

4.2 Training and competency

4.2.1 Practitioners shall be able to demonstrate appropriate training for the procedure they are carrying out in accordance with the legal age of employment.

4.2.2 Public health license shall be clearly displayed.

4.2.3 Full records shall be kept on the premises of all qualifications and courses attended, and available for inspection by the competent authority at all times. These should include:

- a) first aid;
- b) hand hygiene;
- c) skin disinfection; and
- d) decontamination of equipment and use of autoclaves.

4.2.4 Practitioners shall attend a relevant course on infection control, and a refresher course at least every two (2) years with a minimum of 10 hours.

4.2.5 Health and safety training shall include procedures on dealing with:

- safe work practices;
- hazards and risks in the salon;
- control measures in place to minimize risks;
- task-specific training;
- safe operation of machinery and equipment;
- use and maintenance of personal protective equipment (PPE); and
- accident and emergency procedures, including cleaning up spills safely.

4.2.6 Practitioners shall be carefully supervised during the first year of practice by a registered practitioner who has been successfully practicing routinely over the previous five (5) years.

4.2.7 Records of supervision shall be kept on the premises.

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NOTE It may take up to two years of fulltime supervised practice to achieve the minimum level of competence.

4.2.8 Practitioners shall be able to demonstrate competency and knowledge on anatomy and physiology, diseases and disorders and infection control procedures.

4.3 Staff

The proprietor of a business shall take reasonable steps to ensure that all hairdressers and barbers engaged for the business comply with this code.

4.4 Customer service requirements

4.4.1 The hairdresser and barber shall consistently provide quality, prompt, courteous and reliable service to its clients.

4.4.2 The hairdresser and barber shall promptly respond to all guest complaints and resolve them in a timely and efficient manner.

NOTE A procedure shall be in place to handle guest complaints.

4.4.3 Customers should be able to choose from a number of hairdresser/or barber and change to another if they so desire when and where available to a specific service.

The organization should have policies and procedures in place to guide staff in dealing with requests for illicit services which may arise during the treatment of customers.

4.5 Requirements for general guest (customer) relations

4.5.1 The organization shall promptly respond to customer complaints and resolve them in a timely and efficiently manner as possible. It is recommended that the organization seek to resolve customer complaints, brought to its attention by the authorities, within 30 days.

4.5.2 Customers shall be able to express their concerns and suggestions regarding facilities, staff and programming through a documented feedback system designed to encourage consumer feedback.

4.6 Initial consultation with the client or customer

4.6.1 Customers shall be provided with a consultation and chemical service forms for procedures that will cause permanent changes in the hair to guide their choice of barbering and/or hairdressing related services.

NOTE See Annex B for further details.

4.6.2 The outcome of the consultation, with the elements of the related services chosen by the customer, should be documented in a work description or standard operating procedures.

4.6.3 The hairdresser and barber shall disclose or display the price to clients before related services are rendered.

4.6.4 The customer should be assigned to a stylist, where applicable.

4.6.5 A valid copy of the hairdresser and barber stylist training certificate within the specific modality shall be available on the premises. Adequate records shall be kept and maintained of all customers including details of their treatment.

5 Facility requirements

5.1 Premises

5.1.1 The following requirements apply to the hair salon and barbering facilities or premises where the business is conducted:

- a) there should be one or more hand basins at least 0.3 m x 0.2 m at the basin throat opening, with a minimum capacity of ten litres;
- b) there shall be a separate sink that is only used for cleaning equipment, which shall be large enough to allow the largest appliance used in the business to be cleaned;
- c) the basin shall be fitted with effective waste pipes suitably trapped and vented;
- d) there shall be enough clean hot and cold water;
- e) there shall be enough paper towels and liquid soap;
- f) the walls, floors and ceilings should be covered with a smooth, durable material that is impervious to water;
- g) fittings, furniture and appliances shall be clean and in good repair;
- h) lighting not less than 530 lux shall be provided in all working areas where customers are attended to and where equipment is cleaned. Overall light intensity shall not be less than 300 lux and 0.8 m above the floor;
- i) ventilation shall be sufficient to prevent condensation, excessive moisture on walls and removal of objectionable odours and fumes. If sufficient natural ventilation is not available, adequate mechanical ventilation is required;
- j) hair clippings and other trade waste shall be placed in a watertight bin with a close-fitting lid after attending to a customer;
- k) the premises shall be routinely cleaned to reduce the level of contamination;
- l) an appliance no longer used in the course of the business shall be not be kept on the premises;
- m) there shall be one mirror or more for each barber stylist or hairdresser chair, not less than 0.762 m;

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- n) a regular pest control program shall be carried out.

5.2 Space

5.2.1 The floor area where customers are attended to shall be of at least 2.3 m² per customer.

5.2.2 Service chairs used for hair cutting shall be at least 1.5 m apart measured from centre to centre.

5.2.3 The chairs shall be placed centre to centre, and each chair shall occupy at least 3.25 m² of floor space.

5.2.4 Where separate waiting rooms or reception rooms are provided, the floor area shall not be less than 0.9 m² for every person for whom seating accommodation is available, but in no case shall the floor area be less than 4.6 m².

5.2.5 Storage

There shall be sufficient cupboards and shelves for storage of materials or equipment.

6 Sanitation

6.1 Hairdressers and barbers shall:

- a) thoroughly wash his or her hands with liquid soap and clean water before attending to a customer;
- b) be clean and wear clean salon aprons when attending to a customer;
- c) ensure that sufficient clean cloth towels and capes are available for each customer;
- d) dispose of all contaminated paper towel after each use;
- e) use clean water to shave a customer;
- f) only use appropriate shaving product to shave a customer;
- g) dispose single-use razors and blades in a 'sharps' container as stipulated by the competent authority;
- h) only use a re-usable face towel, neck protector, neck cloth or similar article on a customer that has been washed since it was last used for another customer.

6.2 Hairdressers with transmissible conditions

A hairdresser or barber who has a condition that may be transmitted to someone else as a result of hairdressing including ringworm, scabies, lice and impetigo shall not be permitted to work until fully recovered.

7 Appliances

7.1 Cleaning and disinfection

A hairdresser or barber shall follow the procedures required for the cleaning and decontamination of appliances.

7.2 Appliances shall be cleaned and disinfected after each use:

- a) using the immersion cleaning method;

EXAMPLE Scissors, hooks, brushes and combs.

NOTE See Annex A.

- b) using the non-immersion cleaning method;

EXAMPLE Electric razors and clippers.

NOTE See Annex A.

- c) using the decontamination cleaning method once contaminated with blood or body fluids during that use.

NOTE See Annex A.

Annex A
(normative)

Methods of cleaning appliances

A.1 Immersion cleaning method

The immersion cleaning method for an appliance that may be completely immersed in water is as follows:

- a) rinse in warm water;
- b) wash in warm water;
- c) rinse in hot water (minimum 75° C);
- d) dry thoroughly;
- e) store dry.

A.2 Non-immersion cleaning method

The non-immersion cleaning method for an appliance that may not be completely immersed in water is as follows:

- a) remove hair with a brush;
- b) remove any part of the appliance that may be completely immersed in water and clean using the immersion cleaning method;

EXAMPLE The cutting head of an electric razor.

- c) ensure that appliance is disconnected from its power supply (if necessary) and wipe the part of the appliance that may not be completely immersed in water with a 70 % alcohol solution;
- d) store the appliance dry (either assembled or disassembled).

A.3 Decontamination cleaning method

The decontamination cleaning method for an appliance that may be completely immersed in water:

- a) rinse in warm water;

- b) wash in warm water;
- c) rinse in hot water (minimum 75 °C);
- d) first dry, then disinfect the appliance;
- e) dry thoroughly;
- f) store dry.

NOTE The use of hospital grade decontaminating solutions or aerosols may be used.

Annex B
(informative)

Examples of client consultation form

B.1 Sample of client consultation form

| | | |
|--|-------------------------------------|----------------|
| Name: | | |
| Phone: | Work: | Mobile: |
| Email Address: | | |
| Date of Birth: | | |
| Occupation: | | |
| SEX: <input type="checkbox"/> Male <input type="checkbox"/> Female | | |
| If you were referred, who referred you? | | |
| Health/ Medical History <i>(Please answer the following question).</i> | | |
| Are you experiencing any of the following? | | |
| <input type="checkbox"/> | Fever | |
| <input type="checkbox"/> | Skin Infections | |
| <input type="checkbox"/> | Contagious Conditions | |
| <input type="checkbox"/> | Cuts/Bruises | |
| <input type="checkbox"/> | Other | |
| Have you ever been diagnosed with or been advised to seek treatment for any of the following : | | |
| <input type="checkbox"/> | Diabetes/Low or high blood pressure | |
| <input type="checkbox"/> | Allergies | |
| <input type="checkbox"/> | Hemophilia | |
| <input type="checkbox"/> | Asthma | |
| Are you currently on medication? <input type="checkbox"/> Yes <input type="checkbox"/> No | | |
| Services & Treatments | | |
| When was your last service? | | |
| How often do you require this service? | | |
| Client Signature _____ | Practitioner Signature _____ | |
| For Practitioner's Use Only | | |
| Date: | | |
| Service(s) provided: | | |
| Comments/recommendations: | | |
| Practitioner signature: _____ | | |

B.3 Hair colour record

| | | | | | |
|--|---------------------------------|---------------------------------|---|------------------------------------|---------------------------------|
| Client name: | | | | | |
| Patch Test: <input type="checkbox"/> Negative <input type="checkbox"/> Positive | | | | | |
| Select Description of Hair | | | | | |
| Form | Length | Texture | Density | Porosity | Condition |
| <input type="checkbox"/> Straight | <input type="checkbox"/> Short | <input type="checkbox"/> Coarse | <input type="checkbox"/> Low | <input type="checkbox"/> Very | <input type="checkbox"/> Normal |
| <input type="checkbox"/> Wavy | <input type="checkbox"/> Medium | <input type="checkbox"/> Medium | <input type="checkbox"/> Medium | <input type="checkbox"/> Moderate | <input type="checkbox"/> Dry |
| <input type="checkbox"/> Curly | <input type="checkbox"/> Long | <input type="checkbox"/> Fine | <input type="checkbox"/> Tinted | <input type="checkbox"/> Normal | <input type="checkbox"/> Oily |
| | | | | <input type="checkbox"/> Resistant | <input type="checkbox"/> Faded |
| | | | | | |
| Natural hair colour: Intensity: Tone: Distribution of unpigmented: Percentage (%) unpigmented: | | | Scalp condition: <input type="checkbox"/> Normal <input type="checkbox"/> Dry <input type="checkbox"/> Oily | | |
| Product previously used: Colour Process: <input type="checkbox"/> Temporary <input type="checkbox"/> Semi-permanent <input type="checkbox"/> Permanent <input type="checkbox"/> Retouch <input type="checkbox"/> Special effects Formula: <input type="checkbox"/> Colour <input type="checkbox"/> Lightener Application Technique: _____ Results: <input type="checkbox"/> Good <input type="checkbox"/> Poor <input type="checkbox"/> Scalp Damage <input type="checkbox"/> Too light <input type="checkbox"/> Too Dark <input type="checkbox"/> Uneven | | | | | |
| Corrective Treatments: Comments: | | | | | |
| Date | Service provided | Product used | Service provider | | |
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Bibliography

— *Public health regulations for barbershop - Act 8 of 1975 - Chapter 11.01*

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