

Pet Grooming Industry COVID-19 Requirements

Pet grooming businesses must adopt a written procedure that is at least as strict as the requirements in this document and that complies with the appropriate safety and health requirements and guidelines established by the Washington State Department of Labor & Industries and the Washington State Department of Health.

Prior to recommencing on-site services, all pet grooming business owners are required to develop at each establishment, a comprehensive COVID-19 exposure control, mitigation, and recovery plan which must be adhered to. A site-specific COVID-19 monitor shall be designated at each location to monitor the health of individuals and enforce the COVID-19 job site safety plan. A copy of the plan must be available at all locations and available for inspection by state and local authorities. Failure to meet this requirement may result in sanctions up to, and including, license suspension.

Safety and Health Requirements

All pet grooming business owners have a general obligation to maintain a safe and healthy workplace in accordance with state and federal law and safety and health rules for a variety of workplace hazards. Employers must specifically ensure operations follow the main Labor & Industries COVID-19 requirements to protect workers. COVID-19 workplace and safety requirements can be found [here](#).

Additional information is available at [Novel Coronavirus Outbreak \(COVID-19\) Resources](#) and [Paid Leave under the Washington Family Care Act and the Families First Coronavirus Response Act](#).

Covered Facilities

The pet grooming industry covered in these operational guidelines include any individual, retail or veterinary location or other facility that provides pet grooming services. These employer-owners may contract with employee-service providers to provide these services. These pet groomers must be able to comply with the following guidelines before operating.

Pet grooming business specific requirements for all phases:

Service providers must follow their specific association standards to maintain health standards for owners, service providers and clients.

Below is a list of additional practices for employer-owners and employee-personal service providers to follow in order to provide a safe back to work environment for themselves and clients.

1. Authorized access to the business should primarily be through the front door. Other access points should be kept closed.
2. Client occupancy should be kept at 50% or lower.
3. Prior to reopening, all pet grooming businesses are required to develop for each location a comprehensive COVID-19 exposure control, mitigation and recovery plan. The plan must include policies regarding the following control measures: PPE utilization; on-location physical distancing; hygiene; sanitation; symptom monitoring; incident reporting; location disinfection procedures; COVID-19 safety training; exposure response procedures and a post-exposure incident project-wide recovery plan. A copy of the plan must be available at the location during personal service activities for inspection by state and local authorities. Failure to meet planning requirements may result in sanctions, including the location being shut down.
4. COVID-19 safety information and requirements, such as CDC, DOH, OSHA posters shall be visibly posted at each location.

5. Soap and running water shall be abundantly provided at all pet grooming businesses for frequent handwashing. Employee-service providers should be encouraged to leave their workstations to wash their hands regularly, before and after going to the bathroom, before and after eating and after coughing, sneezing or blowing their nose. Alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol can also be used, but are not a replacement for the water requirement.
6. In areas visible to all employees and clients, post required hygienic practices which include:
 - Not touching the face with unwashed hands or gloves;
 - Washing hands often with soap and water for at least 20 seconds;
 - Using hand sanitizer with at least 60% alcohol;
 - Cleaning and disinfecting frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons, and doorknobs; and
 - Covering the mouth and nose when coughing or sneezing, as well as other hygienic recommendations by the U.S. Centers for Disease Control (CDC).
7. All linens, towels, drapes, smocks, etc., must be laundered in accordance with [WAC 308-20-110](#), if applicable.
8. Disinfectants must be available to employee-service providers and clients throughout the workplace and ensure cleaning supplies are frequently replenished.
9. Clean and disinfect high-touch surfaces after each use, including reception area, personal work stations, mirrors, chairs, headrests and armrests, dryers, tubs, hand tools, other equipment, handrails, restrooms and breakrooms, using soapy water, followed by the appropriate disinfectants. Porous and soft surface tools cannot be disinfected and must be used once and then discarded.
10. If these areas cannot be cleaned and disinfected frequently, the pet grooming business shall be shut down until such measures can be achieved and maintained.
11. Any pet grooming businesses must adhere to social distancing requirements and have 6' of space between booths/stations or have physical barriers between them.
12. Human-machine interfaces such as keyboards, buttons, etc., must be sanitized and disinfected between users. Standard tools like brooms, mops and vacuums must be sanitized and disinfected after each use, especially between two separate users.
13. Develop a protocol for any physical sign-off requirements to avoid close contact and limit the common use of writing instruments. If used, writing instruments should be sanitized and disinfected after each use.
14. In order to obtain social distancing, stagger days, shifts, shift changes, breaks and meals to avoid groups. Provide additional break seating as needed with greater distancing, outside if possible.
15. Increase ventilation rates where feasible. Evaluate ventilation and utilize U.V. filters with a higher MERV rating.
16. Ensure that tissues and trash cans are placed throughout the business.
17. When making pet grooming appointments, advise clients of new requirements:
 - Client must self-screen for signs and symptoms of COVID-19 before arriving at the pet grooming location.
 - Clients should not plan on bringing other guests with them.
 - Clients should advise pet grooming services via call, email or text that they have arrived at the location for the appointment and are waiting for instructions to enter.

- Payments for service should be through credit or debits cards of a touchless system to reduce the handling of cash.
18. For walk-in appointments, the employer-owner must post a notice on the front door or window regarding access to the facility. The notice should include the phone number that the guest should call to determine availability of services.

Sick Employee Plan:

19. Screen all employee-service providers at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches or new loss of taste or smell.
20. Ask employee-service providers to take their temperature at home prior to arriving at the business, or take their temperature when they arrive. Thermometers used at the business shall be 'no touch' or 'no contact' to the greatest extent possible. If a 'no touch' or 'no contact' thermometer is not available, the thermometer must be properly sanitized and disinfected between each use. Any employee-service provider with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.
21. Create policies which encourage employee-service providers to stay home or leave the location when experiencing symptoms or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer-owner.
22. Have employee-service providers inform their supervisors if they have a sick household member at home diagnosed with COVID-19. If an employee-service provider has a household member sick with COVID-19, that employee-service provider must follow the isolation/quarantine requirements as established by the State Department of Health.
23. Instruct employee-service providers to report to their employer-owner if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the employee-service provider should immediately report such and be sent home. If symptoms develop while the employee-service provider is not working, the employee-service provider should not return to work until they have been evaluated by a healthcare provider.
24. If an employee-service provider is confirmed to have COVID-19 infection, employer-owner should inform employee-service providers determined to have been in close contact of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer-owner should instruct fellow employee-service providers about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.
25. If an employee-service provider reports feeling sick and goes home, the area where that person worked should be immediately disinfected.

Training:

26. All on-site employee-service providers must be trained on the businesses' policies, these requirements and all relevant sanitization/disinfection and social distancing protocols. Current and new employee-service providers must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, human resources or COVID site supervisor.

All pet grooming services must meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply.

All issues regarding worker safety and health are subject to enforcement action under L&I's Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 [prevention advice and help](#) from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via e-mail to adag235@lni.wa.gov.
- General questions about how to comply with the agreement practices can be submitted to the state's Business Response Center at <https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries>.
- All other violations related to Proclamation 20-25 can be submitted at <https://coronavirus.wa.gov/report-safe-start-violation>.