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Date: May 8, 2020

To: All Licensees, Certificate Holders, Registrants, and Permittees

From: West Virginia Board of Barbers and Cosmetologists

**Re: COVID-19 UPDATE – Questions and Answers about Guidelines and Returning to Work Checklist for Salons and Shops**

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On April 29, 2020, the West Virginia Board of Barbers and Cosmetologists (“Board”) published their recommended re-opening guidelines for salons and shops, and in light of publishing these guidelines, the Board office has received many questions and inquiries. In order to better assist you, the Board would like to provide clarification to some of the following most frequently asked questions we have received:

**1. Question: Can more than 10 people be in my salon/shop at one time?**

*Answer:* Salon/Shop owners are permitted to have more than 10 people in their salon/shop; Provided, they are always able to maintain spacing of at least six feet between clients waiting to be serviced and salon/shop employees working in the salon/shop. We understand that this cannot occur when services are being performed on a client. Salons/Shops should consider additional spacing between booths, divider shields, and/or alternate work schedules to accomplish this.

**2. Question: Do clients and salon/shop employees have to wear masks and do salon/shop employees have to provide masks to their clients?**

*Answer:* It is strongly encouraged that all individuals licensed or certified by the Board and their clients wear masks or face shields while performing services at all times. However, we understand that it may be difficult to complete certain services on clients that wear masks, so it is permissible for clients to temporarily remove their mask in order to complete a service. Additionally, we also understand that a person’s health condition may prevent he or she from wearing a mask. Salon/Shop employees may require their clients to bring their own masks or they may be provided by the salon/shop.

**3. Question: When will the Board’s guidelines be lifted?**

*Answer:* There is not a specific timeline as to when the guidelines will be lifted. The Board will notify all licensees by e-mail and a notice will be posted on the Board’s website once that occurs.

**4. Question: What should I do if I do not feel comfortable returning to work right now?**

*Answer:* Salon/Shop employees are NOT required to return to work at this time.

**5. Question: Can I provide services to the elderly and/or clients that live out of state?**

*Answer:* Yes.

**6. Question: What are the guidelines for tanning beds and/or spray tanning?**

*Answer:* Tanning beds/spray tanning are regulated by the West Virginia Department of Health and Human Resources (“DHHR”). You should be able to obtain those guidelines by contacting your local health department.

**7. Question: Are service animals allowed in my salon/shop and do they count towards my total head count?**

*Answer:* Registered service animals are permitted by law. If a salon/shop employee or client has a registered service animal, that animal does NOT count as a person.

**8. Question: Will my unemployment end now that I am allowed to go back to work?**

*Answer:* The Board cannot provide any information regarding unemployment matters, please contact Workforce WV.

**9. Question: Where can I buy personal protective equipment (PPE)?**

*Answer:* A list of PPE Providers can be found on the Board’s website at [www.wvbbc.com](http://www.wvbbc.com).

**10. Question: What will happen if I choose not to follow the Board’s Guidelines?**

*Answer:* All salon/shop employees are expected to follow all the recommendations outlined in the Board’s Guidelines to the best of their ability and the Board and its agents will make every attempt to assist salon/shop employees with implementing the Board’s guidelines. However, if it is determined that a salon/shop is deliberately disregarding the Board’s guidelines, the Board could report that salon/shop to the local health department and/or law enforcement officials.

**11. Question: My break room doubles as my dispensary, how can I close the breakroom and still operate?**

*Answer:* You may still mix chemicals in your break room/dispensary, simply remove chairs and furniture to prevent salon/shop employees from gathering for any purpose other than mixing chemicals/obtaining supplies.

**12. Question: Many of my clients have small children that they typically bring with them to their appointment, can they still do so?**

*Answer:* Yes; Provided, the clients with small children are always able to maintain spacing of at least six feet between other clients and salon/shop employees.

**13. Question: I am concerned that we are re-opening too soon. Who can I relay these concerns to?**

*Answer:* All questions and concerns can be forwarded to [wvbbc@wv.gov](mailto:wvbbc@wv.gov) or by calling (304) 558-2924.

**14. Question: Do I have to take my clients' temperature?**

*Answer:* The use of thermometers for temperature scanning is optional.

**15. Question: Do the Board's guidelines apply to schools of barbering or cosmetology and does this mean they can re-open?**

*Answer:* Schools will need to contact the WV Council for Community and Technical College Education or the WV Department of Education to inquire about their guidelines to re-open.