

COVID-19 GUIDELINES FOR PERSONAL SERVICE SETTINGS – STEP 3

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This guidance document has been developed to support owners/operators on how to operate their personal service settings during COVID-19. Personal service settings (PSS) include, but are not limited to, hairstyling and barbering, tattooing, electrolysis, hair removal, nail salons, and aesthetic services. Existing premises do not require a re-opening inspection, however new operators or new premises will require an opening inspection prior to offering services.

The Simcoe Muskoka District Health Unit (SMDHU) is currently in Step 3 of the province's [Roadmap to Reopen](#). Personal service settings must comply with the [PSS Regulation](#) in addition to [Ontario Regulation 364/20: Rules For Areas in Step 3](#) under the [Reopening Ontario \(A Flexible Approach to COVID-19\) Act, 2020](#) and guidance from Simcoe Muskoka District Health Unit.

Rules for Step 3

- **Indoor capacity limited to 50 per cent as defined below**
- **Maximum capacity must be posted**
- **Clients are to be actively screened**
- **Appointments are required**
- **Staff that provide services must wear appropriate personal protective equipment (PPE)**
- **Services that require the removal of the face covering are now permitted**
- **Operators may opt-in to requiring proof of vaccination which impacts on their capacity limits (see below)**
- **Oxygen bars remain closed**

COVID-19 TRANSMISSION

Respiratory transmission

[COVID-19](#) is an illness that is spread mainly from person-to-person through close contact with respiratory droplets of someone with COVID-19. The respiratory droplets can travel up to 2 metres/6 feet when we cough, sneeze or talk.

Contaminated surfaces

While the risk of COVID-19 transmission through touching surfaces is low, it does occur. It is important to continue to follow all infection control measures in order to reduce the various ways in which COVID-19 is spread. This includes proper hand hygiene, masking, physical distancing, respiratory etiquette and appropriate cleaning and disinfection.

SAFETY PLAN

All personal service settings are required to have a [safety plan](#) in place that describes the measures and procedures taken to reduce the transmission risk of COVID-19, which includes screening, physical distancing, masking, environmental cleaning and the wearing of personal protective equipment.

- The safety plan must be in writing and be available to any person upon request. The plan must also be posted in a conspicuous place where it would come to the attention of employees or customers. Additional guidance on how to develop your safety plan can be found [here](#).
- Resources for all employers and workplaces are available on our [website](#).
- For updated posters for your workplace check the [public signage section](#) of our website.

CAPACITY LIMITS AND PHYSICAL DISTANCING

Customers can only enter the premises by appointment and for the duration of their appointment time. The total number of customers permitted indoors in the premises must be limited to the number that can maintain a physical distance of at least 2 metres (6 feet) from every other customer in the premises, and in any event **cannot exceed 50 per cent capacity**. The facility must post signage indicating maximum number of customers allowed in the premises at any given time

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CALCULATION OF 50 PER CENT CAPACITY

The maximum number of members of the public permitted in a premise that is operating at 50 per cent capacity is determined by taking the total square metres of floor area accessible to the public in the business or facility, not including shelving and store fixtures and dividing that number by 8. Round the result down to the nearest whole number..

- Staff are not included in the 50 per cent capacity calculation.
- One parent or caregiver can attend with an individual needing support. This person does not need to be included in the 50 per cent calculation.
- If a facility has more than one floor where services are provided, the calculation may be applied to each floor separately.

OPT-IN RE: PROOF OF VACCINATION

- Operators responsible for the business may choose to require clients to provide proof of being fully vaccinated against COVID-19.
- Operators may make the decision to opt-in each day. If opt-in is chosen, the requirement stays in effect for the duration of the day on which it was made .
- Operators must post signs at all entrances informing clients that proof of vaccination is required.
- Operators that opt-in to requiring proof of vaccination will not be required to limit the number of clients in the facility at any given time (in this case 50 per cent capacity would not apply). Days where the operator chooses not to opt-in to requiring proof of vaccination will be required to limit capacity to 50 per cent.

ADDITIONAL MEASURES TO PROMOTE PHYSICAL DISTANCING

- Limit entrances to control staff and customers entering the premise at any given time.
- Do not allow customers to bring guests to the appointment, including children, unless the child is the individual receiving the service.
- Post [physical distancing signs](#) at all entrances, by cashiers or service counters.
- Provide visible cues such as tape, stickers or safety cones every 2 metres/6 feet for customers lining up when waiting outside.
- Place markers or circles indoors so the customers know where to stand when interacting with staff.
- Remove non-essential furniture, to allow ease of movement for physical distancing.
- Install barriers, if possible, where there will be close contact between staff and customers, between workstations and at the checkout.
- Waiting areas are not permitted. Ask customers to call when they arrive and wait outside or in their car.
- Walk-in customers are not permitted. If, however you have walk-ins requesting an appointment, please abide by the following:
 - Document the client's name, phone number, date of service and who provided the personal service.
 - Addition of walk-in client cannot exceed your maximum capacity at any given time.
- Discourage staff from congregating in lunchroom/common areas. Stagger lunch and break times.

EMPLOYEE HEALTH SCREENING AND ATTENDANCE

- Communicate to staff about the changes being made to protect them against COVID-19.
- [Actively screen all employees prior to entry.](#)
- Stagger or adjust working hours and shifts to reduce the number of staff in your premises.
- Have a flexible sick policy so staff do not have to come to work sick.
- Remind employees about the importance of reporting illness to their supervisor/manager.
- If employees become sick with COVID-19 [symptoms](#) while at work, they should go home right away and [self-isolate](#).

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CUSTOMER SCREENING

- Communicate to customers about the changes being made to protect them against COVID-19, for example by posting signage, updating information to the website or voicemail, etc.
- Actively [screen](#) customers prior to entry.
- Individuals with one or more symptoms of COVID-19 should not be allowed into the premises to avoid spreading the virus to staff and other customers.
- Place [posters](#) at the entrance to ensure customers do not enter if they have COVID-19 symptoms.
- Offer to reschedule appointments for customers when they are sick.

CUSTOMER MASKING

- Masks or face coverings must be worn by customers at all times indoors (unless exempt or are receiving services that take place under the mask).
- Masks or face coverings must fit properly and cover the mouth, nose and chin.
- Provide disposable masks for customers who have not brought their own.
- Not all customers will be able to tolerate a mask. Alternative ways to provide service to these individuals should be considered. For example, providing service at the end of the day with no other customers in the location, and keeping a 2 metre (6 feet) physical distance as much as possible.

PERSONAL PROTECTIVE EQUIPMENT (PPE)

Staff providing personal services must wear appropriate personal protective equipment (PPE).

- Appropriate PPE means the wearing of a medical mask and eye protection (face shield/goggles) which should be labeled to the assigned staff and [disinfected](#) after each use.
- Provide staff training on the proper use of PPE and the importance of other infection prevention and control (IPAC) measures (e.g., hand hygiene, physical distancing).
- Eyeglasses alone are not adequate eye protection.
- Wearing a face shield/visor does not replace the need to use a medical mask.
- One mask can be worn repeatedly for multiple customers but must be changed if it becomes wet, soiled, dirty or taken off for a prolonged time (e.g., breaks).
- Staff should receive clear instructions on the proper way to [put on and take off PPE](#).
- Disposable gloves are not a substitute for proper hand hygiene.
- If employees use gloves, it is important to change gloves when changing tasks, after every client, or more often, as necessary.
- When gloves are removed, new gloves must be used each time. Practice hand hygiene before/after glove use.

PROPER HAND HYGIENE AND RESPIRATORY ETIQUETTE

- Educate employees on proper hand hygiene and respiratory etiquette.
 - [Wash hands](#) with liquid soap and warm water for at least 15 seconds frequently, before and after the handling of personal protective equipment and after each interaction.
 - Cover cough or sneeze with the elbow or a tissue. Immediately throw the tissue in the garbage and wash hands.
- Ensure a supply of liquid soap and paper towels throughout the day.
- Provide alcohol-based hand sanitizer containing 60-90% alcohol content for staff and customers to use.
- Post [Hand Washing](#), [Cover your Cough](#) and [Hand Sanitizing](#) signage in visible locations.

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ENHANCED CLEANING AND DISINFECTION

- Routine cleaning should continue as indicated in the PSS Regulation, including tools, equipment, manicure tables, chairs, workstations, etc.
- Ensure high-touch areas and all equipment are thoroughly cleaned and disinfected before opening.
- Remove soft/porous items such as throw pillows and rugs that are difficult to disinfect.
- Allow additional time between customers for proper cleaning and disinfection of workstations and equipment.
- Ensure frequent [cleaning and disinfecting](#) of high-touch surfaces and common areas such as door handles, counters, cabinet doors, light switches, faucets, toilet handles, handrails, touch screen surfaces and keypads. Use only disinfectants that have a Drug Identification Number (DIN) or Natural Product Number (NPN) and are registered with Health Canada for [use against COVID-19](#)
- Check the expiry dates of products you use, and always follow the manufacturer's instructions.
- Chlorine bleach solutions may be prepared and used for disinfection (if appropriate) for surfaces.
- Ensure single-use items, including masks and gloves, are discarded immediately after use to reduce the risk of contamination. Garbage bins should be lined and garbage disposed of regularly.

LAUNDRY

- Dirty towels and linens must be placed in a lined laundry bin for washing with hot water and detergent using a washing machine. High-heat dryers should be used.
- There should be dedicated laundry baskets or reusable bags for clean and dirty laundry.
- Clean and disinfect capes between customers or have a supply of capes so dirty capes can be collected and cleaned at the end of the day.
- Use a clean towel, not a brush, to remove loose hair.

OTHER RESOURCES

- [Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition](#)
- SMDHU website: www.smdhu.org/pss
- [Workplace PPE Supplier Directory](#)

SUPPORTING EACH OTHER AND OUR COMMUNITY

We understand that this is a challenging time, but public health measures like this are needed to limit the spread of COVID-19. We thank you for the service that you provide to the community.

Please contact the Simcoe Muskoka District Health Unit's Health Connection line if you have any questions at 1-877-721-7520, Monday to Friday 8:30 a.m. to 4:30p.m.

While the Simcoe Muskoka District Health Unit aims to provide relevant and timely information, no guarantee can be given as to the accuracy or completeness of any information provided. This guidance is not intended to, nor does it provide legal advice and should not be relied upon or treated as legal advice. Users seeking legal advice should consult with a qualified legal professional. No one should act, or refrain from acting, based solely upon the materials provided in this guidance, any hypertext links or other general information without first seeking appropriate legal or other professional advice. Please visit the Simcoe Muskoka District Health Unit website regularly for updates and additional guidance.