

# COVID-19 GUIDELINES FOR PERSONAL SERVICE SETTINGS

This guidance is to support owners/operators on how to reopen personal services settings while reducing the risk of staff and clients to 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. Oxygen bars are not permitted to open at this time.

Personal service settings must comply with the [PSS Regulation](#) in addition to [Ontario's Emergency Orders](#) and guidance from Simcoe Muskoka District Health Unit.

## 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 two metres/six feet when we cough, sneeze or talk.

**Contaminated surfaces:** It is possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or eyes. COVID-19 can survive on plastic and stainless steel surfaces for [up to 72 hours](#).

## Prevent COVID-19 Outbreaks

- Consider only providing services by appointment and not accepting walk-in clients.
- Maintain records of staff and clients to support public health contact tracing efforts (i.e. name, date, time, contact information).
- If a customer or staff have COVID-19 and were contagious while at the shop, public health will investigate and notify staff and customers who may have been exposed.
- Public health will advise of any additional cleaning and disinfecting measures needed to reduce the risk of spread in the setting.

## Employee Health Screening and Attendance

- Communicate to staff about the changes being made to protect them against COVID-19 by posting signage, updating information to the website or voice mail, etc.
- Ensure all staff complete a [health screening questionnaire](#) before each shift.
- Stagger or adjust working hours and shifts to reduce the number of staff in your business.
- 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](#).
- Instruct staff to call Telehealth, their health care provider or an [Assessment Centre](#) to get tested.
- In general, employees can return to work 14 days after their symptoms began if they had COVID-19.
- PSS staff do not have to have negative test results to be cleared to return to work.
- For other illnesses, or if an employee has tested negative for COVID-19, they should not attend work until they are symptom-free for at least 24 hours.

If you have questions or concerns about employee health and safety, contact the Ministry of Labour, Training and Skills Development's Health and Safety Contact Centre at 1-877-202-0008.

Updated: July 20, 2020

# COVID-19 GUIDELINES FOR PERSONAL SERVICE SETTINGS

## Customer Screening

- Screen clients over the phone prior to booking an appointment.
- Place [posters](#) at the entrance to ensure clients do not enter if they have COVID-19 symptoms.
- People with symptoms of COVID-19 should not be allowed into the premise to avoid spreading the virus to staff and other clients.
- Offer to reschedule appointments for clients, when they are sick.

## Masks & Face Coverings for Customers

- Masks or face covers must be worn by customers at all times except while receiving services that tend to area of their face that would be covered by a face covering.
- Provide disposable masks for clients 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 six feet physical distance as much as possible.

## Support and Encourage 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 sanitizers for staff and customers to use.
- Post [Hand Washing](#), [Cover your Cough](#) and [Hand Sanitizing](#) signage in visible locations.

## Measures to Encourage Physical Distancing

- **Premises must take measures to enable physical distancing between patrons, such as limiting the number of people who may be in the business at any one time.**
- Limit entrances to control staff and customers entering the premise at any given time.
- Do not allow clients to bring guests to the appointment, including children.
- Post [physical distancing signs](#) at all entrances, by cashiers or service counters.
- Provide visible cues such as tape, stickers or safety cones every two metres/six feet for customers lining up when waiting outside.
- Place markers or circles indoors so the clients 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 clients, between workstations and at the checkout.
- Waiting areas should be closed. Ask clients to call when they arrive and wait outside or in their car.
- Walk-in clients must call from outside the business or in their cars before they can enter.
- Staff should remind clients to stay two metres/six feet apart, as much as possible.
- Discourage staff from congregating in lunchroom/common areas. Stagger lunch and break times.

Updated: July 20, 2020

# COVID-19 GUIDELINES FOR PERSONAL SERVICE SETTINGS

## Support and Encourage Proper Use of Personal Protective Equipment (PPE)

- 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).
- Surgical/Procedural Masks must be used when physical distancing cannot be maintained and when providing service to customers.
- Eye protection (goggles/face shields) in addition to masks should be used, and should be labeled to the assigned staff and disinfected after each use.
- Wearing a face shield/visor does not replace the need to use a mask.
- One mask can be worn repeatedly for multiple clients but must be changed if it becomes wet, soiled, dirty or taken off for prolonged time (e.g. breaks).
- Staff should receive clear instructions on the [proper use](#) of masks, when and [how to safely put on and take off a mask](#).
- [Use of disposable gloves](#) is 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. Wash hands with soap and water for 15 seconds before putting on and after taking off gloves.
- Employees should not share PPE.
- If staff do not wear PPE (masks/eye protection) they may be subject to 14 days of quarantine at home in the event a customer tests positive.

## Laundry

- Dirty towels and linens must be placed in a lined laundry bin for washing with hot water and detergent using a washing machine. Dryers should be used as the heat further kills any viruses.
- There should be dedicated laundry baskets or reusable bags for clean and dirty laundry.
- Use a clean cape for each client, and consider using a disposable barrier between the client and their skin. Clean and disinfect capes between clients 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.

## Enhanced Cleaning and Disinfection

- Cleaning, disinfecting or sterilization of items should continue as indicated in the Personal Services Setting 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.
- When scheduling appointments, allow additional time between clients 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.
- Where possible, use disposable, single-use supplies.
- Use only disinfectants that have a Drug Identification Number (DIN) or Natural Product Number (NPN) that confirms it is approved for use in Canada.
- 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 disposed of regularly.

Updated: July 20, 2020

# COVID-19 GUIDELINES FOR PERSONAL SERVICE SETTINGS

For updated posters for your workplace check the [public signage section](#) of our website.

## Other Resources

- [Guide to Infection Prevention and Control in Personal Service Settings, 3<sup>rd</sup> Edition](#)
- [Province of Ontario Guidance to Prevent COVID-19 in the Workplace](#)
- [SMDHU website: www.smdhu.org/pss](http://www.smdhu.org/pss)

## More Information

Operators who need support finding personal protective equipment can contact the provincial government for further information at <https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus> or 1-888-777-0554.