

# COVID-19 GUIDANCE 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. **Oxygen bars are not permitted to open at this time.**

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 at Step 3](#) under the [Reopening Ontario \(A Flexible Approach to COVID-19\) Act, 2020](#) and guidance from Simcoe Muskoka District Health Unit.

## PERMITTED IN STEP 3:

In addition to the services permitted in Steps 1 and 2 of the province's Roadmap to Reopen, the following are permitted in Step 3:

- Services to the face
- Steam rooms, individual showers, and saunas with physical distancing of at least 2 metres (6 feet) maintained.
- *Food & beverages*: clients must be distanced by at least 2 metres (6 feet) when eating or drinking and must wear masks at all other times.
- *Increased capacity*: limited to the number of clients able to physically distance from each other by at least 2 metres (6 feet) in the premises.
- *Waiting rooms*: may be utilized if the facility can ensure all persons waiting are distanced by at least 2 metres (6 feet) but cannot exceed total capacity for the premises as noted below.

## 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 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, immunization, and appropriate cleaning and disinfection.

## PREVENT COVID-19 OUTBREAKS

- Maintain records of staff and customers to support public health contact tracing efforts (i.e., client name and contact information, date and time of service, type of service, who provided the service).
- If a customer or staff has COVID-19 and was contagious while at the premises, public health will investigate and notify staff and customers who may have been directly exposed.
- Public health will advise of any additional measures needed to reduce the risk of spread in the setting.

## 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, but is not limited to, screening, physical distancing, masking, environmental cleaning, the wearing of personal protective equipment, and preventing and controlling crowding.

- The safety plan is to be put 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](#).

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- 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.

The facility must post signage indicating maximum number of customers allowed in the premises at any given time. Example signage is available on our [website](#).

## 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.
- 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.
- Ensure all staff complete the [COVID-19 screening questionnaire](#) before each shift and follow the direction provided.
- 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 rightaway, seek testing and [self-isolate](#).
- Instruct staff to go to an [Assessment Centre](#) to get tested.
- In general, employees can return to work 10 days after their symptoms began if they had COVID-19.

All individuals working, visiting or residing in Simcoe Muskoka must abide by the Medical Officer of Health [Section 22 Order](#) – Self Isolation made under the *Health Protection and Promotion Act*. A [fact sheet](#) explaining the order further is available.

## 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.

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- Place [posters](#) at the entrance to ensure customers do not enter if they have COVID-19 symptoms.
- People 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.
- 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, for direct service delivery or for short periods of eating/drinking).
- Masks or face coverings must 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.

## 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.

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- 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, 3<sup>rd</sup> Edition](#)
- SMDHU website: [www.smdhu.org/pss](http://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 4:30 p.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.*