

FAQs – Personal Service Settings & COVID-19

Last revised: July 16, 2021

Immunization with COVID-19 Vaccines ***New***

What direction do we give our staff if they have been immunized and then develop symptoms of COVID-19?

1. Staff who had symptoms before being immunized are to self-isolate and be tested.
2. Staff who have one or more of **only** the following symptom(s) present within 48 hours of receiving a vaccine and the symptoms last longer than 48 hours are to self-isolate and be excluded from work. If symptoms last less than 48 hours, no self-isolation or exclusion is required.
 - Headache and/or
 - Fatigue and/or
 - Muscle aches and/or
 - Joint pain
3. Staff who have **any symptom(s) other** than those listed in #2 (regardless of how long the symptoms(s) last) within 48 hours of receiving a vaccine are to self-isolate and be excluded from work.

When can staff return to work if excluded for developing symptoms?

- If staff are excluded because of one of the 3 scenarios above, they are required to either have a negative COVID-19 test (with symptoms improving and no fever), receive an alternate diagnosis (with symptoms improving and no fever), or if not tested, remain off work for at least 10 days (with symptoms improving and no fever).

What is the definition of fully immunized?

- Fully immunized means that the individual has received all doses in their COVID-19 vaccine series (i.e., both doses of a two-dose vaccine series, or one dose of a single-dose vaccine series) and more than 14 days have passed since receiving their last dose.

Are staff still required to wear a medical mask and eye protection when they have been fully immunized?

- Yes. Vaccinated individuals are still at some risk for getting the virus, particularly where variants of concern are spreading in the community. However, studies are showing that vaccinated people may have less severe illness if they do become ill from COVID-19. Public health measures such as masking, physical distancing, practicing hand hygiene and wearing personal protective equipment are still required until a larger percentage of the population are fully immunized.

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Are staff required to get vaccinated against COVID-19?

- No. Immunization with COVID-19 vaccine is currently voluntary.

One of my staff previously had COVID-19, can they still get the vaccine?

- Yes, as long as they are not self-isolating (as a case or high-risk contact) and are symptom-free.

If someone in my staff's household has COVID-19 symptoms, can my staff still come to work?

Updated

- If the staff member is fully immunized, they are not required to stay home. Staff that are only partially immunized (1dose) cannot come to work until the symptomatic household member receives a negative COVID-19 test result or an alternate diagnosis. If the symptomatic household member does not get tested, the staff member must stay home for at least 14 days from their last contact to the symptomatic household member. There is a [Medical Officer of Health Order](#) in place regarding self-isolation for COVID-19. Please refer to the [linked fact sheet](#) for more information.

Personal Protective Equipment

What constitutes a medical mask?

- A medical mask, also called a surgical or procedural mask, is a fluid-resistant, disposable, and loose-fitting device that creates a physical barrier between the mouth and nose of the wearer and the immediate environment. Medical masks should be authorized for use by Health Canada and can be Class I, II, or III. To access medical masks, please see the [Workplace PPE Supplier Directory](#):

Do staff have to wear gloves?

- Gloves are not a requirement to prevent COVID-19 unless staff are cleaning up body fluids.
- If gloves are worn for other services, they are to be changed and discarded immediately after every client; when a new task occurs on the same client (e.g., from doing a pedicure to waxing), or more often as necessary.
- Hand hygiene must occur before and after use of gloves.

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Can N95 masks be used?

- Yes however, N95s are required to be “fit-tested” for the purposes of being able to protect against airborne transmission. Therefore, they will not provide the level of protection as referenced if they are not fitted.

Are staff (e.g., receptionists) who do not provide services required to wear a medical mask?

- Yes. Unless they are always behind a physical barrier, all employees who are required to come within two metres of another person in the business must wear a medical mask in a manner that covers the mouth, nose, and chin when they are indoors.

Is the operator required to supply a mask/face covering to clients?

- No. It is up to the operator if they would like to supply (or make available for purchase) clients with masks/face coverings or require that customers/clients bring their own. If homemade masks are made available for purchase to clients, they are not to be laundered and reused by the personal service setting.

If we're having challenges finding personal protective equipment (PPE) what do we do?

- There is a [Workplace PPE Supplier Directory](#) that lists Ontario businesses that provide PPE
- Consider purchasing reusable PPE such as eye protection that can be cleaned and disinfected between uses.
- Try re-framing your request (i.e., our local medical officer of health is requiring we have surgical masks as personal protective equipment for the protection of the employees within our business).

General Prevention Measures

How many customers are allowed in our business at any given time? ***Updated***

- In Step 3 of the Roadmap to Reopen, 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.

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Can a child be accompanied by an adult for services?

- Yes, a child may be accompanied by an adult if the appointment is for the child. The adult does not need to be included in the 25% calculation. However, children should not accompany a parent/guardian to the adult's appointment. All individuals, including a parent/guardian accompanying a child, are to be screened for COVID-19 prior to entry.

Can customers receive services if they wear a spa mask that sticks onto the face?

- All customers in the indoor area of the premises must wear a mask/face covering that covers the mouth, nose and chin unless they are exempt.

Can towels be used?

- Yes. Where towels are normally used, a clean towel is to be provided to each client and laundered after each use using the warmest possible setting and dried thoroughly.

Can a Personal Service Setting provide food/beverage services to customers?

- Yes. Clients must be distanced by 2 metres when eating or drinking (unless they are with their immediate family) and must wear masks/face coverings when not eating or drinking.

Are Personal Service Settings in long-term care homes (LTCH) and/or retirement homes (RH) allowed to reopen?

- Persons that offer personal service setting to residents and the public within the facility are permitted to open as of June 30, 2021.

Should clients perform hand hygiene upon entering the setting?

- Yes, it is recommended that anyone entering the setting perform hand hygiene. Hand hygiene is also to be performed by staff and clients if a mask is touched at any point, after toileting, handling food, etc.
- Hand hygiene should also occur prior to any manicure.

Are barriers required to be in place in between stations (e.g., hair/nail stations) or at reception?

- Barriers are not a requirement. Workstations should be arranged to maintain a minimum distance of 2 metres between client service areas; however, where workstations cannot be rearranged or in areas where there is close contact between staff and clients (e.g., reception), a physical barrier is recommended.

Does the client have to wear a mask while having their hair cut?

- Yes. A mask is to be worn by the client for duration of the appointment to reduce the risk of transmission. It is recommended that stylists or barbers work carefully around the mask. If the hairdresser/barber needs to manipulate the mask/face covering (i.e., lift or move the straps), the operator/service provider must perform hand hygiene immediately afterwards and take care not to manipulate the front of the mask.

Are stylists/barbers allowed to shampoo hair?

- Yes, if appropriate PPE is worn by the operator and a facial covering is worn by the client.

Can hair/nail dryers be used?

- There is limited concrete data on whether this presents a risk of COVID-19 spread; however, blow drying hair or mechanically drying nails can be done if clients are masked, staff are wearing appropriate PPE and cleaning and disinfection of instruments, equipment and workstation surfaces occurs between each client. For clients who cannot tolerate a mask/face covering, the appointment is to be made at the end of the day when there are no other clients on-site and the worker is to wear appropriate personal protective equipment.

Do scissors, brushes, hair clippers, nail files and other equipment need to be cleaned/disinfected between each client?

- Yes, all equipment should be properly cleaned and disinfected after each use. This is a requirement under s.10(4) and s.10(5) of the PSS Regulation. For more detailed information on cleaning, disinfecting, and sterilizing, including disinfection strengths and contact times in a PSS, please refer to Public Health Ontario's Guide to Infection, Prevention and Control in Personal Service Settings, 3rd edition.

Can hairdressers/barbers work on multiple clients at the same time (e.g., one client waiting for colour to be processed, while another is getting a cut)? ***Updated***

- Yes, as long as the maximum capacity allowed for your facility is not exceeded. Hand hygiene is to be performed between clients and enough time allotted between clients to ensure workstations/equipment are cleaned/disinfected.

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What direction are we to give clients who need to change their mask out due to hair colouring? ***New***

- If a client needs to change their mask, please ask them to do so in an area where they are physically distanced by 2 metres from any other individual. If there is the ability to change masks outdoors, this is recommended.

What should operators do with the items that clients make choices from (e.g., nail polish bottles, jewelry)?

- Operators should ask clients not to touch any common items and items should be on display behind barriers for clients to select from.
- Client should not handle colour wheels, stencils, ink, jewelry or any other high-touch item. If handling occurs, the items should be cleaned and disinfected twice daily.
- Single-use nail polish bottles are not required.

Can a Personal Service Setting have in-person consultations for clients?

- Consultations should be done online if possible, with in-person appointments reserved for the actual service.
- Portfolios, style books, artist tattoo templates should be made available for online/phone consultations as able.

How will staff be protected if a client is not wearing a mask due to receiving facial services? ***Updated***

- SMDHU's recommendation would be, to continue with routine screening and wearing a medical mask and eye protection. If an employee is concerned that their employer will not provide appropriate personal protective equipment, then this should be communicated to the Ministry of Labour, Skills and Training as it is an occupational health and safety concern.
- If you as the operator are not comfortable with providing services to the face, then you have the choice to not provide the service.