COVID-19 Guidelines for Personal Service Settings

This guidance is to support owners/operators of personal services settings to protect everyone from COVID-19. Personal service settings (PSS) include hairstyling and barbering, tattooing, micropigmentation, ear and body piercing, electrolysis, nail salons, and aesthetic services. For information on reopening businesses and workplaces during the COVID-19 pandemic, please refer to the 4-Step Public Health Planning Guide.

All personal service settings must comply with the provincial Reopening Ontario Act, the PSS Regulation, and Toronto Public Health guidance. Revised or updated guidance may be issued at any time. Please check our website periodically for updates.

Changes to services (O Reg 263/20)
Due to the recent increase in COVID-19 cases, no personal care services that require the removal of a mask of face covering may be provided.

COVID-19 Transmission

Respiratory transmission: COVID-19 is an illness that is spread mainly from person-to-person through close contact from 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. This new coronavirus can survive on plastic and stainless steel surfaces for up to 72 hours.

Protective Measures to Keep Everyone Safe

- Stay home when you are sick.
- Keep a two metre/six feet distance from others, when possible.
- Wash your hands often, and avoid touching your face with unwashed hands.
- Cough or sneeze into your elbow.
- Wear a face mask or covering when you are in an indoor public setting and when physical distancing is difficult.
- Clean and disinfect frequently touched objects and surfaces.

Practice Physical Distancing

- Walk through the premises to identify areas that may need adjustments to reduce the spread of COVID-19, based on public health requirements.
- Limit the number of clients allowed on the premises for ease of movement to ensure two metres/six feet of distance from others.
- Inform clients about the changes you have made to protect them against COVID-19, including by posting signs, updating information to your website or voice mail, etc.
- Limit entrances to control staff and clients entering the premises at any given time.
- Limit client appointments to allow adequate space to maintain physical distancing.
- 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 clients 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 plexiglass or other barriers, if possible, where there will be close contact between staff and clients; for example, between workstations and at the checkout. Note: this does not reduce the requirement for staff to wear personal protective equipment (PPE) (i.e. medical/surgical mask and eye protection, such as goggles or face shields), for clients to wear masks/coverings, and for everyone to practice physical distancing when possible.
- Do not host clients in a waiting area. Ask clients to wait outside until instructed to enter.
- Walk-in clients must also call from outside the premises and wait until instructed to enter.
- Staff should remind clients to stay two metres/six feet apart, as much as possible.
- Discourage staff from gathering together in lunchroom/common areas.
- Use tap features at checkout instead of cash, where possible.

**Promote proper hand hygiene and respiratory etiquette**
- Provide hand sanitizer (70-90% alcohol concentration) in a dispenser for staff and clients to use.
- Encourage clients to use hand sanitizer when they enter the premise.
- Continue to top up the supply of soap and paper towels throughout the day.
- Post Hand Washing, Cover your Cough and Hand Sanitizing signs in highly visible locations.
- Educate staff on hand hygiene and respiratory etiquette:
  - Wash hands frequently with liquid soap and warm water for at least 20 seconds.
  - Clean hands before and after the handling of PPE and after each interaction.
  - Cover cough or sneeze with the elbow or a tissue. Immediately throw the tissue in the garbage and wash hands.

**Facilitate clients’ proper use of masks or face coverings**
- All clients must wear a non-medical mask or face covering when indoors and/or receiving service.
- No personal care services that require the removal of a mask or face covering may be provided this time (O. Reg 263/20).
- If possible, provide disposable masks for clients who have not brought their own.
Not all clients are able to tolerate a mask and may be exempted from the bylaw. Masks or face coverings should not be used by children under the age of two, and anyone who has trouble breathing.

Businesses are not required (or permitted) to ask for proof of an exemption. Consider alternative ways to provide services to clients who are unable to wear a mask. For example, providing service at the end of the day, without other clients present, or the use of barriers (e.g. plexiglass), and maintain physical distance when possible.

Train staff on proper use of Personal Protective Equipment and masks or face coverings

- Educate staff on the proper use of non-medical masks or face coverings. All staff must wear a non-medical mask or face covering. Staff may remove their mask in an area not accessible by the public (e.g. lunch room/private office) if they can maintain at least two metres/six feet physical distance from others.
- Staff must use personal protective equipment (PPE) when providing personal services to a client who is exempted from wearing a mask.
- Wearing PPE will protect staff from the respiratory droplets of others who are not masked. A non-medical mask or face covering is insufficient, and is not an appropriate form of PPE.
- A face shield is not a substitute for a mask or face covering.
- Staff should receive training on proper use of PPE.
- Staff must change their gloves when changing tasks and after every client, or more often, as necessary. Use of disposable gloves is not a substitute for proper hand hygiene.
- When gloves are removed, new gloves must be used each time.
- Wash hands with soap and water for 20 seconds or use hand sanitizer (70-90% alcohol concentration) before putting on and after taking off gloves.
- When eye protection, such as goggles or face shields are used, they should be labelled to the assigned staff and disinfected between uses.
- Staff should not share non-medical masks or face coverings or PPE.
- Change masks when moist or dirty.

Workplace Health and Safety

Review the Guidance for Employers on Preventing COVID-19 in the Workplace to plan and implement protocols to keep staff and customers safe, including:

- Health screening for staff and customers
  - Screen clients over the phone prior to booking an appointment.
  - Offer to reschedule appointments for clients, when they are sick.
- Staff attendance and operations
- Mask/face coverings for staff, clients and customers
- Cleaning and disinfection
o Cleaning, disinfecting or sterilization of items should continue as indicated in the Personal Services Setting Regulation, including tools, equipment, shampoo bowls, manicure tables, chairs, workstations, etc., and other products after every use.
o Where possible, use disposable, single-use supplies.
o When scheduling appointments, allow additional time between clients for proper cleaning and disinfectant of workstations and equipment.

- Heating, ventilation and air conditioning (HVAC) systems
- Hand hygiene and respiratory etiquette
- Managing COVID-19 in the workplace
  o Maintain attendance records of all staff and clients to support public health contact tracing efforts (i.e. name, date, time, email address or phone number) for 30 days.

Laundry

- Regular detergent can be used for laundering towels and linens.
- Clean and disinfect laundry baskets and launder reusable bags between uses. Do not use the same basket to carry or store clean items.

Service-specific checklists are available for the following:

- Hairstyling and barbering
- Barber and Hair Salon Services in Long-Term Care and Retirement Home Settings
- Manicure/pedicure and aesthetic services
- Tattooing and ear/body piercing

Download and Print Posters for your Workplace

Physical Distancing
Protect Yourself
COVID-19 - Cover Your Cough
How to Safely Put On and Take Off a Mask
Posters and Staff Screening Questionnaires
Mask or Face Covering By-law No. 541-2020

Other Resources

Guidance for Employers on Preventing COVID-19 in the Workplace
Guidance for Employers on Managing COVID-19 in the Workplace
Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition
Province of Ontario Guidance to Prevent COVID-19 in the Workplace
Canadian Centre for Occupational Health and Safety COVID-19 Tip Sheets

For more information visit [toronto.ca/COVID19](http://toronto.ca/COVID19) to stay up to date. Information for Personal Service Settings is also available at [BodySafe](http://BodySafe) or 416-338-BODY (2639).