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 from contracting 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.

You are advised to start preparing now for re-opening, but you are not permitted to start operating services until the revised Order under the Emergency Management and Civil Protection Act is announced by the Provincial Government and comes into effect. Please note that that announcement may contain conditions which result in amendments to the guidance below.

Personal Service Settings must comply with the PSS Regulation in addition to Ontario’s Emergency Orders and guidance from Toronto Public Health.

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 non-medical mask/face covering when you are in an enclosed, public setting.
- Clean and disinfect frequently touched objects and surfaces.

Staff 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. The questions can be completed on paper or ask your staff directly. See our staff screening form.
- 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 come to work sick.
- Remind staff about the importance of reporting illness to their supervisor/manager.
- If staff 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, staff can return to work 14 days after their symptoms began if they had COVID-19.
There are no tests for staff to do to be cleared to return to work.
For other illnesses, or if a staff has tested negative for COVID-19, they should not attend work until they are symptom-free for at least 24 hours.

Prevent COVID-19 Outbreaks
- Maintain records of staff and clients to support public health contact tracing efforts (i.e. name, date, time, contact information).
- If staff or a client have COVID-19 and were contagious while at the PSS, public health will investigate and notify staff and clients who may have been exposed. This may include instructions for staff or clients to self-isolate or self-monitor for COVID-19 symptoms.
- Anyone with even one symptom should get tested and stay home.
- Public health will advise of any additional cleaning and disinfecting measures needed to reduce the risk of spread in the setting.

Measures to Encourage Physical Distancing
- Take a 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.
- Communicate to clients about the changes you have made to protect them against COVID-19, including by posting signage, 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 between clients and staff.
- 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/barriers if possible, where there will be close contact between staff and clients, between workstations and at the checkout.
- Plexiglass/barriers used between workstations still require staff who provide the service and clients to wear masks/face coverings.
- Do not have clients wait in a waiting room. 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.
- Use tap features at checkout instead of cash, where possible.
Use of Masks/Face Coverings and Personal Protective Equipment (PPE)

- Masks/face coverings must be worn by staff providing personal services for the duration of their shift when clients are also wearing a mask/face covering.
  - Wearing a mask/face covering will protect others from the wearer’s respiratory droplets.
- Staff who are not providing personal services and who can maintain physical distancing, or have other barriers in place, may use a mask/face covering.
- Staff should receive clear instructions on the proper use of masks/face coverings, when and how to safely put on and take off a mask/face covering.
- Staff must use PPE (surgical/medical mask and eye protection) when a providing personal services to clients who cannot tolerate wearing a mask/face covering.
  - Wearing PPE will protect staff from the respiratory droplets of others who are not masked.
- 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).
- If staff use gloves, it is important to change gloves when changing tasks, 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 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 mask/face coverings or PPE.

Client 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 premises to avoid spreading the virus to staff and other clients.
- Offer to reschedule appointments for clients, when they are sick.

Masks/Face Coverings for Clients

- Masks/face coverings should be worn by clients.
- If possible provide disposable masks for clients who have not brought their own.
- Not all clients 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 clients in the premises, and keeping a six feet physical distance as much as possible.

Encourage Proper Hand Hygiene and Respiratory Etiquette

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

Laundry
• Regular detergent can be used when laundering towels and linens, with washer and dryer set on the hot cycle.
• Clean and disinfect laundry baskets and launder reusable bags between uses. Do not use the same basket to carry or store clean items.
• 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.
• Use a clean towel, not a neck 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, shampoo bowls, manicure tables, chairs, workstations, etc., and other products after every use.
• Ensure high touch areas and all equipment are thoroughly cleaned and disinfected before opening.
• Remove magazines and soft/porous items such as cushions and rugs that are difficult to clean and 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.
• Most regular household cleaners and disinfectants are effective against COVID-19.
• 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.

Service-specific checklists are available for the following sectors:
• Hairstyling and barbering
• 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

Other Resources
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

More Information
As information changes frequently, please visit www.toronto.ca/COVID19 to stay up to date. Information for Personal Service Settings is also available at BodySafe or 416-338-BODY (2639).