

## 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.

### Mandatory Mask or Face Covering Bylaw

Effective July 7, 2020, the use of non-medical masks or face coverings is required in all indoor public spaces, as per a new City of Toronto [bylaw](#). Operators are required to develop a policy and protocols on the wearing of masks. Refer to the [guidance on mask and face covering bylaw](#) for a sample policy that your organization can adapt. Train staff on the new policy, including who is exempt, and how to [safely wear a cloth mask](#) or face covering. More information is available [here](#).

### 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.
- Clean and disinfect frequently touched objects and surfaces.

## Promote Healthy Behaviours

### 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/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), and for clients to wear masks/coverings.
- 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 except while receiving services on an area of the face that would be covered by a non-medical mask or face covering.
- 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 (PPE) 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 unless they are in an enclosed area that is not accessible to members of the public, as per the City [bylaw](#). Staff may remove their mask in an area not accessible by the public (e.g. lunch room/private office).
- Staff must use PPE when providing personal services to a client who is [exempted](#) from wearing a mask, and when providing services to the face when the client is temporarily not 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 and the importance of other infection prevention and control measures (e.g. hand hygiene and enhanced cleaning and disinfection).
- 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.

## Maintain a Healthy Environment

### Staff Health Screening and Attendance

- Inform 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, online, or you can ask your staff directly.
- Stagger or adjust working hours and shifts to reduce the number of staff on your premises at any one time.
- Have a flexible sick policy so staff do not come to work ill.
- 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 at 1-866-797-0000, 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 clearance tests required for staff 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.

### Client health screening

- People with symptoms of COVID-19 should not be allowed into the premises.
- Screen clients over the phone prior to booking an appointment.
- Place self-screening [posters](#) at the entrance to ensure clients do not enter if they have COVID-19 symptoms. Ensure that clients are screened when they come for their scheduled appointments.
- Offer to reschedule appointments for clients, when they are sick.

### Maintain attendance records

- 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.
- If a staff member or client contracts COVID-19 and was contagious onsite, Toronto Public Health will investigate and notify individuals who may have been exposed to the virus.
- Operators must make reasonable security arrangements to protect the personal information collected.
- Personal information that is collected for COVID-19 contact tracing can only be used for this purpose.



## 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 sanitize.
- 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 is approved for use in Canada. Check the expiry dates of products you use, and always follow the manufacturer's instructions.

## 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](#)
- [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

[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](#)

[Canadian Centre for Occupational Health and Safety COVID-19 Tip Sheets](#)

## More Information

As information changes frequently, please visit [toronto.ca/COVID19](https://toronto.ca/COVID19) to stay up to date.

Information for Personal Service Settings is also available at [BodySafe](#) or 416-338-BODY (2639).