

Nails and Aesthetic Services COVID-19 Prevention Checklist

This is a summary checklist of required measures to reduce the spread of COVID-19 while providing services. Please review the [COVID-19 Guidelines for Personal Service Settings](#) for more information on how to keep your staff and clients safe. Requirements under the [Ontario Personal Service Settings Regulation 136/18](#) still apply.

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 your organization can adapt. Train staff on the new bylaw policy, including who is exempt and how to [safely wear a cloth mask](#) or face covering. More information is available [here](#).

A. Health Screening & Attendance

- Staff are advised to report illness to their supervisor/manager and to stay home if sick.
- Staff are [screened](#) for COVID-19 symptoms before starting each shift.
- Staff are advised to go home right away and [self-isolate](#) if they become ill during a shift. Staff are advised to call Telehealth at 1-866-797-0000 or their health care provider for guidance on getting tested.
- Clients with [COVID-19 symptoms](#) and/or have been in contact with someone with COVID-19, are not permitted to enter the premises.

B. Masks or Face Coverings & Personal Protective Equipment (PPE)

- Staff wear a mask/face covering at all times when indoors, and while providing personal services.
- Staff are educated on proper use of [masks/face coverings](#), including how to clean or discard used masks, and to change masks/face coverings when they become damp or soiled.
- PPE such as gloves, surgical/medical masks, and eye protection (face shield/goggles) are available in the premises for staff use when needed.
- Staff are trained on the proper use of PPE.
- Staff are instructed to use a surgical/medical mask and eye protection when providing services to clients who unable to wear a mask/face covering or when providing services to the face as clients will not be wearing a mask.
- Eye protection is assigned to every staff member, and cleaned and disinfected between clients.
- Staff are trained on proper hand hygiene techniques and respiratory etiquette.

C. Signage at the Premises

- [Mask or Face Covering By-law No. 541-2020](#) sign is posted at the entrance of the premises.
- [COVID-19 health assessment](#) sign is posted at the entrance of the premises.
- [Handwashing](#) and [respiratory etiquette](#) signs are posted at the entrance and in the premises.
- Floor stickers and [physical distancing](#) signs are posted in high traffic areas to remind clients to keep two metres/six feet apart from others at all times.

D. Limit Clients in the Premises

- Limit the number of people in the premises to allow for ease of movement while maintaining the two metre/six feet distancing.
- Maximum number of clients permitted at one time is posted at the entrance of the premises.
- Flexible staff schedules and staggered staff breaks and lunch hours, to limit the number of people in the premises at one time, is considered.

E. Maintain Record of Clients

- Maintain attendance record of clients and contact information. Information collected are voluntary, and can only be used for COVID-19 contact tracing.
- Operators to protect the personal information collected. Records are kept for 30 days, and then shredded.
- Encourage staff and customers to download the [COVID Alert app](#) so they can be notified directly if they have been in close contact with someone who was contagious with COVID-19.

F. Scheduling Appointments

- Clients are informed that they are required to wear a mask/face covering at all times while indoors and while receiving personal services. For clients unable to tolerate a mask/face covering, schedule the appointment for the end of the day when there are no other clients on-site.
- Client scheduling is encouraged by phone or online.
- Signs are posted asking walk-in clients to call from outside the premises to make an appointment.
- Waiting areas are closed off, and clients are instructed to wait outside the premises until their scheduled appointment.
- Clients screened for symptoms of COVID-19 when booking appointments and upon arrival at premises.
- Clients are not permitted to bring guests, including children, unless they also have an appointment.

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- A daily record of staff and client attendance is maintained on-site, that includes contact information (e.g. full name, telephone number, email address) and time at the premises, for public health contact tracing purposes, should the need arise.
- Ensure there is enough time between appointments for thorough cleaning and disinfection of equipment and workstations between clients.

G. Workstations

- Workstations and equipment are two metres/six feet apart, or equipped with plexiglass/other barriers with adequate height to ensure the protection between clients and staff.
- Alcohol-based hand rub (ABHR) with a minimum of 70% alcohol concentration is available at each workstation, and staff and clients are encouraged to use it frequently.
- Magazines, brochures, decors and other unnecessary items are removed.
- Workstations have their own products and tools, and are not shared between staff.

H. Personal Services

- Masks/face coverings are worn by staff and clients at all times while indoors and when providing/receiving services, even when physical distancing or plexiglass/other barriers are used.
- Staff wear surgical/medical mask and eye protection when providing services to clients who are unable to wear a mask/face covering or when providing services to the face of a client, as a client will not be wearing a mask.
- Food/beverages are not permitted.
- Gloves are changed after each task and after every client (e.g. from manicures to aesthetic services) and/or when gloves are soiled.
- Staff discard gloves immediately after use, and wash hands before putting on new gloves.
- Single-use items (e.g. towels) are preferred, and discarded immediately after each client.
- Touchless payments such as credit/debit/e-transfers without signatures are preferred.
- Plexiglass/other barriers are installed in the checkout area, when physical distancing cannot be maintained.
- ABHR is used before and after each cash transaction.
- Protective covers (e.g. apron) used over clothing are laundered after each shift.

I. Manicures and Pedicures

- Clients are required to wash their hands with soap and water or use ABHR before a manicure.
- Clients are not permitted to touch/handle retail supplies, such as nail polish, when selecting colours.
- Hand and foot massages are not recommended.

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- Nail dryers are thoroughly cleaned and disinfected between each client, allowing appropriate contact time of the disinfectant.

J. Aesthetics

- Clients wear a mask/face covering for the duration of the services.
- All services tending to a customer's face are [now permitted](#). This includes facials, facial hair grooming, eyebrow grooming, waxing, threading, eyelash grooming and treatments, makeup, microblading, microneedling, micropigmentation and microdermabrasion to the face.
- Regulated health professionals providing cosmetic injectables must also comply with the Ontario COVID-19 Operational Requirements: Health Sector Restart, [Directive #2](#).

K. Enhanced Cleaning and Disinfection

- All work surfaces and equipment are cleaned with soap and water before disinfection.
- Disinfectants are used after cleaning surfaces and equipment in accordance with the manufacturer's instructions.
- Cleaning/disinfectant wipes are used for surfaces only, in accordance to the manufacturer's instructions.
- Plexiglass/other barriers are stable enough for easy cleaning and disinfecting.
- Disposable covers are discarded immediately after use. Chairs, head/armrests, bottles, must be cleaned and disinfected between clients.
- High-touch surfaces such as phones, computers, pens, cash registers, credit card machines and door handles are cleaned and disinfected twice daily or more often as needed.
- Washroom surfaces are cleaned and disinfected twice daily or as often as necessary.

Contact BodySafe@toronto.ca or visit our website at [BodySafe.ca](https://www.toronto.ca/body-safe) for more information.