

COVID-19

Reopening guidance for the personal care services sector

07 August 2020

Agenda

- Introduction
 - What to expect
 - When can I reopen?
 - How COVID-19 spreads
- Infection control
 - Assessing risk
 - Hierarchy of controls
 - Regulated professions
 - Eliminate exposure
 - Engineering controls
 - Administrative controls
 - Safe hygiene practices
 - Personal protective equipment
- Water systems
- New by-laws
- Service-specific checklists
- City of Toronto programs
 - BusinessTO newsletter
 - BusinessTO Support Centre
 - CurbTO
 - Noise by-law
 - shopHERE
- Appendices
 - Signage, government guidance, industry guidance, other guidance

Questions?

COVID-19

**Feel free to reach out to the BusinessTO Support
Centre to get one-on-one virtual support**

[TORONTO.CA/COVID19](https://toronto.ca/covid19)

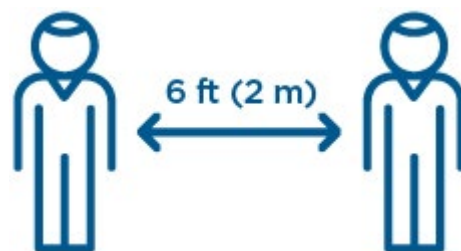
Introduction

COVID-19

What to expect

This webinar will:

- Give an overview of government guidance specific to the personal care services industry.
- Follow Toronto Public Health's framework for risk assessment and infection control.
- Help you think about what control measures might work best for your business.



This webinar will not:

- Provide specific, tactical measures for your specific business situation.
- Provide legal advice.
- Replace advice given by public health authorities.

When can I reopen?

Follow provincial information.

- You may reopen for all services. Bath houses, oxygen bars, saunas, and steam rooms are still restricted and must stay closed.
- The Government of Ontario, not the City of Toronto, decides which businesses can open.
 - Personal service settings can reopen for most services during Stage 2 and all services during Stage 3. For the latest information on what this means, please check [Reopening Ontario in stages](#).
 - The City of Toronto is in Stage 3 at the moment. For the latest information, please check [Reopening Ontario in stages: A regional approach to reopening](#).

How COVID-19 spreads



Mainly spreads from close contact with an infected person when they cough, sneeze, or talk.



The virus can land on surfaces and survive for hours, but does not spread easily this way.

Infection control

COVID-19

Assessing risk

Think about:

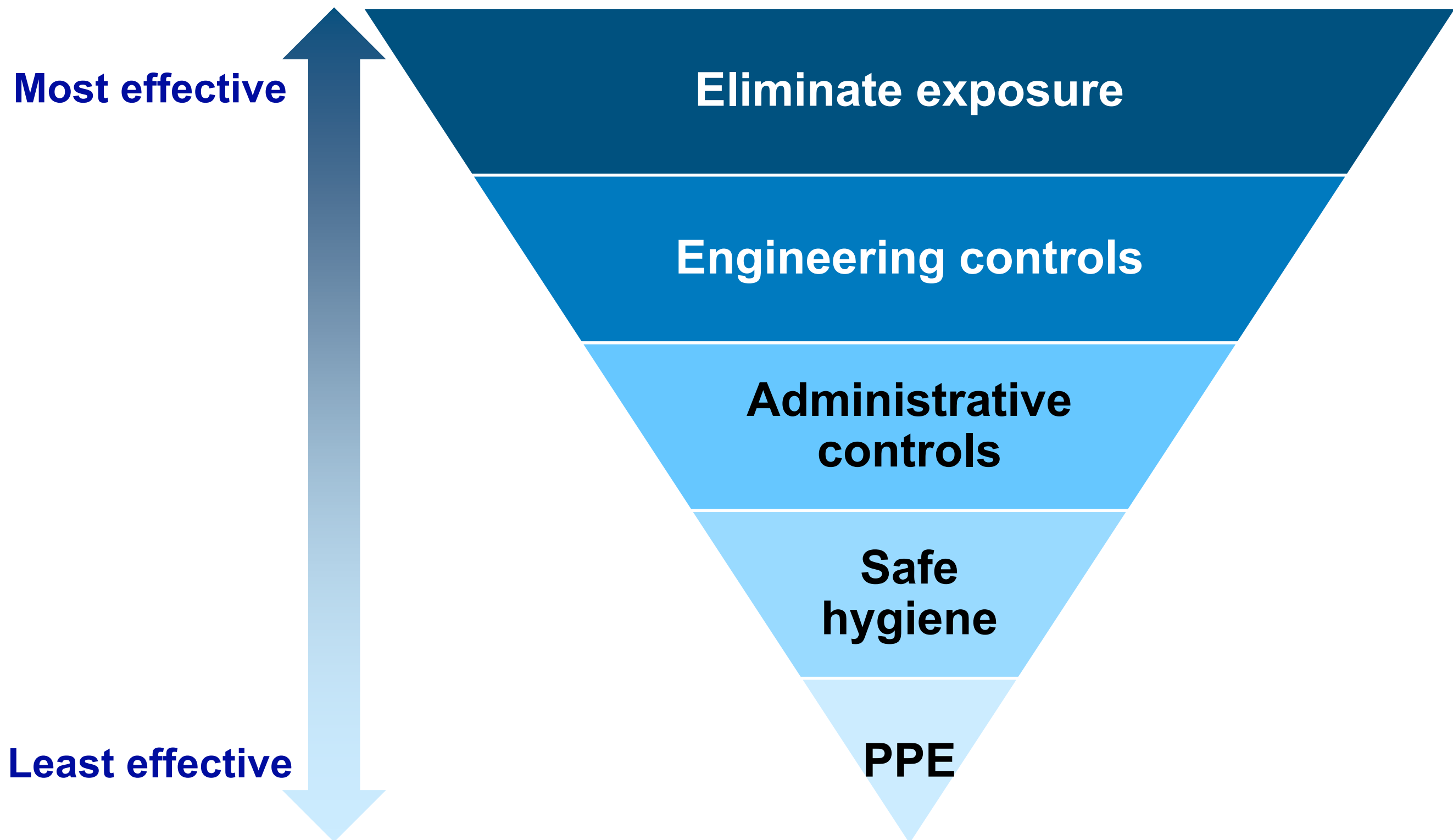
- How COVID-19 spreads
- How your business operates

Write down:

- All operational scenarios
- How infection might happen

Example scenarios	Example risk notes
Customers entering premises	Will touch door handles or buttons. May pass close to other customers or staff. May wait to be served close to other customers or staff.
Barber trimming hair	Will touch equipment. Will get close to customer. Will contact customer hair, skin, <i>etc.</i> May touch chair, customer clothing, <i>etc.</i> May touch consumables.

Hierarchy of controls



Regulated professions

Check in with your College.

- Regulated health professions have developed their own COVID-19 guidance:
 - [Audiology and speech-language pathology](#)
 - [Chiropody and podiatry](#)
 - [Chiropractic](#)
 - [Dietetics](#)
 - [Homeopathy](#)
 - [Kinesiology](#)
 - [Massage therapy](#)
 - [Midwifery](#)
 - [Naturopathy](#)
 - [Occupational therapy](#)
 - [Opticianry](#)
 - [Optometry](#)
 - [Physiotherapy](#)
 - [Psychology](#)
 - [Psychotherapy](#)
 - [Respiratory therapy](#)
 - [Traditional Chinese medicine and acupuncture](#)

Eliminate exposure

Change business models to eliminate contact between people.

- For in-person services:
 - You cannot eliminate all exposure.
 - Focus on engineering and administrative controls.
 - Use hygiene and PPE controls to reduce exposure.
- For delivery/pick-up of consumer goods:
 - You can eliminate most exposure.
 - Focus on engineering and administrative controls.
 - Use hygiene and PPE controls to further reduce exposure.
- For virtual services:
 - You can eliminate all exposure.

Curbside pick-up



Image source: Annette Barr for Shaw Media

Engineering controls

Modify the workplace to reduce contact.

- Change floor layouts (staff and client areas):
 - 2 metres of separation between people, or physical barriers.
 - Remove all non-essential furniture for ease of movement.
 - Remove waiting areas. Have clients wait outside or in a vehicle.
 - Walk-in clients must call from outside and enter when told to.
 - Add floor signage and directional arrows to keep people apart.
 - Remove magazines and other items that clients may handle.
 - Remove soft furnishings and other hard-to-sanitize items.
- Install physical barriers where possible, e.g. between staff and customers, between workstations, at the checkout, *etc.*

Barriers between pairs



Image source: Stephen Doig for TheTelegraph

Barriers between staff/clients



Image source: Fabrice Coffrini via AFP/Getty Images

Client waiting management



Image source: The Borneo Post

Administrative controls

Modify policies and practices to reduce contact.

- For clients:
 - Consider a reservations-only business model.
 - Promote contactless/online payments.
 - Do not let clients bring guests (including children) to appointments.
 - Screen clients for COVID-19 symptoms in advance over the phone.
 - Record a name, contact information, date, and check-in/out time.
- For staff:
 - Train all staff on COVID-19 and infection control. Set flexible sick policies.
 - Active screening for COVID-19 symptoms is critical and required.
 - Assign someone to lead infection control.
 - Do not let staff congregate (e.g. break rooms). Stagger shifts/breaks.
 - Post signs with public health messaging.

Screening and tracing



Image source: Sanjeev Verma for HT Photo

Safe hygiene practices

Reduce virus spread with improved hygiene.

- Clean and sanitize high-touch surfaces frequently, *e.g.* tables, chairs, door handles, switches, barriers, touchscreens, counters, cabinets, taps, *etc.*
- Clean and sanitize shared equipment, *e.g.* credit card machines, clippers, nail polish dryers, and cash registers after each use.
- Where possible, use disposable, single-use supplies.
- Supply dispensers for hand sanitizer (70-90 % alcohol concentration) to staff and customers.
- Wash hands frequently and do not touch your face.
- Open doors and windows to increase fresh air circulation.
- Maintain cleaning and sanitation logs.
- Use a lined laundry bin for textiles, and wash with hot water and detergent using a washing machine and dryer.

Advanced disinfection

ECONOMIC DEVELOPMENT
AND CULTURE



Image source: Essdras M Suarez for the Boston Globe

Personal protective equipment

PPE may be used if distance cannot be maintained.

- The use of non-medical masks or face coverings in all indoor public spaces is required. Customers may only remove masks in order to receive services that require access to the face.
 - If certain clients cannot tolerate a mask then consider alternative ways to provide service to them.
- Ensure staff have access to PPE as needed:
 - Train staff in proper use of gloves and masks.
 - Gloves must be changed when changing tasks and after every client. Wash hands thoroughly before putting on and after taking off gloves.
 - Face shields can be sanitized and re-used, but should not be shared. Face shields are not a substitute for masks; they do different things.

PPE is required



Image source: Sitthixay Ditthavong for the Canberra Times

Water systems

Stagnant water is a serious health hazard.

- You are responsible for water safety in your business.
- If your building has been closed, water in pipes and equipment will have become stagnant. This can lead to:
 - Microbial growth (*Legionella*, mycobacteria, etc.).
 - Lead or copper leaching into the water from pipes.
 - Disinfectants reacting to form harmful by-products.
- Flush and disinfect water systems before re-opening.
- Follow guidance from public health authorities and the Canadian Water and Wastewater Association:
 - [Link: COVID-19 and the reopening of buildings](#)

New by-laws


The following by-law is new for 2020 and applies to you.

- [By-law 541-2020](#)
 - Masks or face coverings are required in indoor public spaces.
 - You must adopt a policy stating that nobody can enter your premises without wearing a mask or face covering.
 - Post required signage.
 - You may not require proof of exemption.

Service-specific checklists

Follow these lists to make sure you don't miss anything.

- [Hair salons and barber shops](#)
- [Nails and aesthetic services](#)
- [Tattooing and body piercing](#)
- Remember that you also have to comply with the [Health Protection and Promotion Act \(Personal Service Settings\)](#) and the [Government of Ontario's Emergency Orders](#).



TORONTO Public Health COVID-19 GUIDANCE

June 9, 2020

C. Number of People in the Premises

- ☐ The number of staff and clients is restricted to ensure ease of movement and to maintain two metres/six feet between people.
- ☐ Flexible work schedules and staggered lunch and break times are implemented to limit the number of people in the premises at one time.

D. Scheduling Appointments

- ☐ Clients are advised that they must use a mask/face covering for the duration of their appointments. For clients who cannot tolerate a mask/face covering, the appointment will be made at the end of the day when there are no other clients on-site.
- ☐ Clients are informed no facial shaving or beard trimming is permitted.
- ☐ Client appointments are scheduled by phone or online. Walk-in clients are asked to call from outside the premises to make an appointment.
- ☐ Waiting areas are not permitted. Clients are instructed to wait outside of the premises until their scheduled appointment.
- ☐ Clients are screened for symptoms of COVID-19 by staff when booking appointments. Clients are not permitted to bring guests, including children, unless they also have an appointment.
- ☐ Records of staff and client contact information (e.g. full name, telephone/email), including date and time at premises, are maintained on-site for contact tracing purposes, should the need arise.
- ☐ There is enough time between appointments to ensure thorough cleaning and disinfection of equipment and workstations between clients.

E. Workstations

- ☐ Workstations and equipment in use are two metres/six feet apart, or equipped with barriers/dividers that are adequate in height to ensure the protection between clients and staff.
- ☐ Alcohol-based hand sanitizer (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.

F. Providing Services

- ☐ A mask/covering is used by staff and clients at all times. Premises has disposable masks available to provide clients when needed. Face-to-face contact with clients is limited as much as possible.
- ☐ Face shields/goggles and masks should be used by staff if physical distancing or a barrier/divider is not possible.
- ☐ Scalp, neck, shoulder and face massages are not permitted.
- ☐ Hair dryers can only be used if all clients and staff in the business are wearing a mask. Try to limit use of the hair dryer, especially near the face.
- ☐ Client food/beverages are not permitted.

416.338.7600 | toronto.ca/COVID19 | TORONTO Public Health

City of Toronto programs

COVID-19

BusinessTO newsletter

ECONOMIC DEVELOPMENT
AND CULTURE



To help local businesses navigate COVID-19, the City has launched BusinessTO and CultureTO newsletters.

Sign up to receive weekly and bi-weekly newsletters on resources and supports available for Toronto businesses and the arts and culture sector.

[Link: Subscribe to the BusinessTO or CultureTO newsletters](#)

BusinessTO Support Centre

ECONOMIC DEVELOPMENT
AND CULTURE



The BusinessTO Support Centre provides one-on-one virtual support to help businesses complete applications for Government of Canada COVID-19 funding programs and get general business advice.

[Link: BusinessTO Support Centre](#)



To help businesses that are open support physical distancing outside and inside their buildings while also accommodating increased demand for delivery and pickup services, the City is offering two programs: Temporary Parking Pick-up Zones and Curb Lane Pedestrian Zones.

[Link: City of Toronto CurbTO](#)

Noise by-law



All retail businesses are exempt from the City of Toronto Noise By-law to facilitate after-hours deliveries. This exemption will ensure that retailers can receive deliveries 24 hours a day, seven days a week, to ensure essential goods remain in stock.

[Link: City of Toronto COVID-19 resources](#)



shopHERE is a new initiative launched to help Toronto's independent businesses set up their online stores with the help of volunteer web developers, business students and corporate partners. The free program provides businesses one-on-one support with building an online store to start selling their goods and services right away.

[Link: shopHERE](#)



Questions?

COVID-19

**Feel free to reach out to the BusinessTO Support
Centre to get one-on-one virtual support**

[TORONTO.CA/COVID19](https://toronto.ca/covid19)

Appendices

COVID-19

A: Signage

Canada 

- Government of Canada:
 - [Coronavirus disease \(COVID-19\): Awareness resources](#)

Ontario 

- Government of Ontario:
 - [Resources to prevent COVID-19 in the workplace](#)

 **TORONTO**

- Toronto Public Health:
 - [Collection of information notification](#)
 - [COVID-19: Spread the word](#)
 - [Mandatory mask or face covering poster](#)
 - [Retail entrances poster](#)
 - [Staff screening questionnaire](#)

B: Government guidance (1)

Canada 

- Government of Canada
 - [Advice for essential retailers during COVID-19 pandemic](#)
 - [Preventing COVID-19 in the workplace](#)
 - [Risk mitigation tool for workplaces/businesses operating during the COVID-19 pandemic](#)



- Canadian Centre for Occupational Health and Safety
 - [Reopening for business](#)

Ontario 

- Government of Ontario
 - [COVID-19 guidance: Essential workplaces](#)
 - [COVID-19 \(coronavirus\) and workplace health and safety](#)
 - [Develop your COVID-19 workplace safety plan](#)
 - [Reopening Ontario: What's in each stage \(Personal care services\)](#)

B: Government guidance (2)

- Public Health Ontario
 - [Cleaning and disinfection for public settings](#)
 - [Guide to Infection Prevention and Control in Personal Service Settings](#)
- Workplace (IHSA, PSHSA, WSPS) guidance for:
 - [Cashiers](#)
 - [Curbside pickup and delivery services](#)
 - [Handling and receiving packages](#)
 - [Maintenance and facilities maintenance employees](#)
 - [Office administration and secretarial staff](#)
 - [Personal service settings](#)
 - [Retail general labour](#)
 - [Retail sector](#)



B: Government guidance (3)

- Toronto Public Health:
 - [COVID-19 guidance: Personal service settings](#)
 - [COVID-19 guidance for employers, workplaces, and businesses](#)
 - [COVID-19 guidelines for personal service settings](#)
 - COVID-19 prevention checklists for:
 - [Hair salons and barber shops](#)
 - [Nail and aesthetic services](#)
 - [Tattooing and body piercing](#)
 - [Four step public health planning guide for reopening Toronto businesses and workplaces during the COVID-19 pandemic](#)
 - [Planning guide for businesses](#)



C: Industry guidance



- Allied Beauty Association Canada
 - [Keeping yourself and your clients safe](#)

D: Other guidance



- US American Industrial Hygiene Association
 - [Back to work safely](#)



- US Professional Beauty Association
 - [Back-to-work guidelines](#)

Thank you

COVID-19

**Feel free to reach out to the BusinessTO Support
Centre to get one-on-one virtual support**

TORONTO.CA/COVID19