

COVID-19 Guidance for Nail Salons and Spas

When providing aesthetic services, staff and clients are in close contact. COVID-19 can spread from person-to-person through close contact from respiratory droplets of someone with COVID-19. This is a checklist of the **required measures** to reduce the spread of COVID-19 in your establishment. Please note that the requirements under the [Ontario Personal Service Settings Regulation 136/18](#) still apply.

Staff Health & Screening

- Screen staff for COVID-19 symptoms before starting each shift. Consider using the online [Ontario tool](#).
- Staff **must** report any illness to their supervisor/manager and stay home while sick.
- If symptoms occur during a shift, staff must go home immediately and [self-isolate](#). Staff are advised to call telehealth/health care provider for testing guidance.
- Implement flexible work schedules and staggered lunch and break times to limit the number of staff in the premises at one time.

Personal Protective Equipment (PPE)

- Staff use a [mask/face covering](#) while providing services. Masks should be changed when they become damp or soiled. Used masks are laundered or discarded appropriately.
- Please note that a face shield is **not** a substitute for a mask/face covering. A mask/face covering **must** be worn underneath a face shield.
- Staff are trained on the proper use of personal protective equipment (PPE), including [putting on](#) and [taking off](#) masks/face coverings, face shields/goggles, and gloves if worn.
- Eye protection (face shield/goggles), in addition to a mask/face covering, should be worn by staff when clients cannot tolerate wearing a mask/face covering.
- Assign re-usable face shields/goggles to each staff, and ensure that they are cleaned and disinfected between each use.

Workstations

- Organize workstations and equipment so that they are 2 m/6ft apart, or equipped with Plexiglas barriers/dividers 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 for staff and client use.

Protective Measures to Keep Everyone Safe

- Post [signage](#) at the entrance that denies entry to clients with COVID-19 symptoms and/or who have been in contact with someone with COVID-19.
- Post [signage](#) for handwashing or [ABHR](#) and make ABHR available at the entrance and in common areas throughout the premises.
- Clients and staff must wash hands or use ABHR before and after providing/receiving service.
- Post physical distancing [signage](#) to remind clients to keep 2 m/6ft apart from others.
- The number of staff and clients within the space is restricted to ensure physical distancing.

- Clients are not permitted to bring guests or children unless they also have an appointment.
- Waiting areas are not permitted. Clients must wait outside until called for their appointment.
- Clients must wear a face mask/covering for the duration of the service. Children under the age of 2 are not required to wear a face mask/covering.
- Client food/beverages are not permitted.
- Remove items that are not necessary for providing service (e.g. hot towels, brochures, etc.).
- Suggest credit/debit/e-transfers with no signature transactions are preferred for payment.

Client Screening and Scheduling Appointments

- Schedule client appointments by phone or online. Ask walk-in clients to call from outside the premises to make an appointment.
- Screen clients for COVID-19 symptoms when booking appointments and upon arrival.
- Clients are informed that a mask/face covering is to be worn for the duration of their appointment. For clients who cannot tolerate a mask/face covering, the appointment must be made at the end of the day when there are no other clients on-site.
- Maintain records of staff and client contact information (e.g. full name, telephone/email), including date and time at premises on-site for contact tracing purposes, if needed.
- Ensure that you have scheduled sufficient time between appointments to clean and disinfect equipment and workstations between clients.

Providing Services

- Any services that tend to the face are **not** permitted (i.e. facial waxing/threading, ear piercing, microneedling, microdermabrasion, make up application).
- Regulated health professionals are permitted to offer non-essential and elective services that tend to a customer's face and must comply with Directive #2.
- Gloves **must** be changed and discarded immediately, and hands are washed or ABHR used when a task is changed, after every client, or more often as necessary.
- Clients are not to touch/handle retail supplies, such as nail polish. A 2 m/6 ft distance or Plexiglas barrier/divider should be used when viewing items.

Environmental Cleaning and Disinfection

- Cleaning and disinfection of tools should continue as indicated in the Ontario Personal Service Settings Regulation 136/18.
- High touch surfaces (i.e. phones, computer, cash register, credit card machine, door handles, faucets, toilet handles) are to be cleaned and disinfected twice daily and when visibly soiled. Surfaces that come into contact with clients are to be cleaned and disinfected after client.
- Nail dryers are cleaned and disinfected after each use.

More information

Operators who need support finding personal protective equipment can contact the provincial government for further information at <https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus> or 1-888-777-0554.