

COVID-19 Guidance for Nail Salons and Spas



This guidance applies to both Restrict (Orange) and Control (Red) Zones

Please note:

Effective November 16, 2020, in accordance with the Restrict (Intermediate Measures) – Orange Zone under [Ontario Regulation 364/20](#), this guidance document has been updated to include changes in the following areas:

- **No personal care services that require the removal of a mask or face covering may be provided**
- Record the **name contact information for all clients**
- Any locker rooms, change rooms and showers must be closed
- Any whirlpools, baths, hot tubs, floating pools or sensory deprivation pods must be closed
- Ensure that a [safety plan is prepared](#) and available upon request.

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

- Employers are required to ensure their employees and essential visitors (e.g., maintenance, delivery) complete a [COVID-19 screening tool](#) (or [Ontario online COVID-19 self-assessment tool](#)) before coming to work or upon arrival.
- Remind employees about the importance of reporting illness to their supervisor/manager
- Employers/employees should not work if they are not feeling well or have COVID-19 symptoms
 - If an employee/employer becomes sick with COVID-19 symptoms while working, they should go home immediately and [self-isolate](#).
 - Employers/employees experiencing symptoms should visit an [assessment centre](#) for testing.
- Employers/employees should not work if they have traveled [outside of Canada](#) within the past 14 days.
- Establish criteria for employees who have been sick to return to work:
- Employees who tested positive for COVID-19 are able to return to work following the guidance from Public Health, as outlined in the [WDGPH Guidance After COVID-19 Testing](#).
 - For other illnesses, or if the individual received a negative COVID-19 test, they should not come to work until they are symptom-free for at least 24 hours.
 - Clearance tests are not required for return to work. Please refer to the [WDGPH Testing & Clearance Guidance for Workplaces \(Non-Health Care Settings\)](#).
- 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 must use a [mask/face covering](#) at all times while providing services. Masks should be changed when they become damp or soiled. Used masks are laundered or discarded appropriately.
- Enhanced worker protection requiring eye protection (e.g. goggles or face shield) **and** a face covering be worn where patrons without face coverings are within 2 metres of workers.
- 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.
- 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 metres apart.
- The number of staff and clients within the space is restricted to ensure physical distancing.
- Clients are not permitted to bring guests. A child may be accompanied by an adult if the appointment is for the child. Children should not accompany a parent/guardian to the adult's appointment. All individuals, including a parent/guardian accompanying a child, are to be screened for COVID-19 prior to entry.
- Waiting area capacity should be limited as much as possible. Clients should 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.
- Clients and staff must wash hands or use ABHR before and after providing/receiving service.
- Remove items that are not necessary for providing service (e.g. magazines, brochures, etc.).
- Credit/debit/e-transfers with no signature transactions are preferred for payment.

Prepare a Safety Plan

- Prepare and make available a safety plan in accordance with the requirements outlined under O. Reg 364/20, section 5, including:
 - Describe the measures and procedures which have been implemented or will be implemented in the establishment to reduce the transmission risk of COVID-19,
 - Describe how the requirements under O. Reg 364/20 will be implemented by including screening, physical distancing, masks or face coverings, cleaning and disinfection of surfaces and objects and the wearing of personal protective equipment,
 - The safety plan shall be in writing and shall be made available to any person for review or request, AND
 - A copy of the safety plan must be posted in a conspicuous place where it is most likely to come to the attention of individuals working in or attending the location

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.
- Record the name and contact information of every client
 - Maintain the records for at least one month
 - Only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of the that Act or as otherwise required by law
- Screen clients for COVID-19 symptoms when booking appointments and upon arrival.
 - For example, requiring patrons to complete the Ontario Online COVID-19 Self-Assessment upon entrance.
 - Ensure screening signage is posted instructing people with symptoms not to enter.
- 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.
- Ensure that you have scheduled sufficient time between appointments to clean and disinfect equipment and workstations between clients.

Non-medical Face Coverings (Section 22 Order)

- Under the Ontario Regulation 364/20 and Section 22 of the Health Protection and Promotion Class Order, the person responsible for a business shall ensure any person in the indoor areas of the business, wears a mask or face covering that covers their mouth, nose and chin while in the indoor area
- People who are exempt from wearing a face covering are:
 - Children under the age of two years
 - Children under the age of five years (either chronologically or developmentally) who refuse to wear a face covering and cannot be persuaded to do so by their caregiver

- People whose ability to breathe in any way is inhibited by the face covering
 - People that have any other medical reason they cannot wear a face covering safely, such as, but not limited to, respiratory disease, cognitive difficulties or difficulties in hearing or processing information
- Proof of exemption from mandatory face mask order not required

Providing Services

- No personal care services that require the removal of a mask or face covering may be provided**
- 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 metre distance or Plexiglas barrier/divider should be used when viewing items.
- Locker rooms, change rooms and showers must be closed, except to provide access to equipment storage, a washroom or a portion of the business that is used to provide first aid
- Any whirlpools, baths, hot tubs, floating pools or sensory deprivation pods must be closed, unless they are used for a therapeutic purpose prescribed by, or administered by, a regulated health professional

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 each client
- Nail dryers are cleaned and disinfected after each use.
- Consider the suspension of towel services
 - If offered, towels should be clearly separated (clean and used) and appropriately laundered between uses (using laundry detergent, hot water 60°C to 90°C and dried well)

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.

Adapted with permission from Toronto Public Health