

COVID-19 Guidelines for Personal Service Settings



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.

This guidance document is designed to support owners/operators on how to reopen personal services settings while reducing the risk of staff and clients from contracting 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 [WDGPH COVID-19 Guidance for Reopening Businesses](#).

Personal Service Settings must comply with the [PSS Regulation](#) in addition to Ontario's [Emergency Orders](#) and guidance from [Wellington-Dufferin-Guelph Public Health](#).

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 2 m / 6 ft 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 2 metre distance from others, when possible.
- Wear a face covering when in an indoor public setting and when physical distancing is a challenge.
- Wash your hands or use alcohol-based hand sanitizer often and avoid touching your face with unwashed hands.
- Cough or sneeze into your elbow.
- Clean and disinfect frequently touched objects and surfaces.
- **No personal care services that require the removal of a mask or face covering may be provided.**
- Oxygen bars, steam rooms and saunas must be closed.
- 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.

Employee Health Screening and Attendance

- Communicate to staff about the changes being made to protect them against COVID-19 with training, by posting signage, updating information on the website, voice mail, etc.
- 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 \(Non-Health Care Settings\)](#).
- Stagger or adjust working hours and shifts to reduce the number of staff in your business.
- Have a flexible sick policy so staff do not come to work sick.
- Remind employees about the importance of reporting illness to their supervisor/manager.

Prevent COVID-19 Outbreaks

- Maintain records of staff and clients to support Public Health contact tracing efforts (i.e. name, date, time, contact information).
- If a client or staff have COVID-19 and were contagious while at the premise, Public Health will investigate and notify staff and clients who may have been exposed. This may include instructions for staff and clients to self-isolate or self-monitor for [COVID-19 symptoms](#).
- Anyone with symptoms should get tested and stay home.
- Public Health will advise of any additional cleaning and disinfecting measures needed to reduce the risk of spread in the premise.

Support and Encourage Proper Use of Personal Protective Equipment (PPE)

- Provide staff training on the proper use of PPE and the importance of other infection prevention and control (IPAC) measures (e.g. hand hygiene, physical distancing).
- [Non-medical masks or face coverings](#) must be worn by staff and clients.
- Staff must use a [mask/face covering](#) at all times while providing services and are 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.
- Wearing a non-medical mask or face covering will protect others from the wearer's respiratory droplets and germs.
- Staff should receive clear instructions on the proper use of masks, when and [how to safely put on and take off a mask](#).
- Use of disposable gloves is not a substitute for proper hand hygiene.
- If employees use gloves, it is important to change gloves when changing tasks, after every client, or more often, as necessary.
- When gloves are removed, new gloves must be used each time. Wash hands with

- If goggles or face shields are used, they should be labeled to the assigned staff
- and cleaned and disinfected after each use. A mask or face covering must also be worn when using goggles or face shields.

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

Measures to Encourage Physical Distancing

- Take a walk through the premise/workplace to identify areas needing adjustments, to reduce the spread of COVID-19, based on public health requirements.
- Determine the number of clients allowed on the premises for ease of movement while maintaining 2 metre of distance from others.
- Communicate to clients about the changes you have made to protect them against COVID-19, including by posting signage, updating information to your website or voice mail, etc.
- Limit entrances to control staff and customers entering the premise at any given time.
- Limit customer appointments to allow adequate space to maintain physical distancing between customers and staff.
- Do not allow clients 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.
- Post physical distancing signage at all entrances, by cashiers or service counters.
- Provide visible cues such as tape, stickers or safety cones every 2 m / 6 ft for customers 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 and other impermeable barriers](#) if possible, where there will be close contact within two metres between staff and clients, between workstations and at the checkout.
- Waiting area capacity should be limited as much as possible. Clients should wait outside until called for their appointment.
- Walk-in clients must call from outside the business or in their cars before they can enter.
- Staff should remind clients to stay 2 metres apart, as much as possible.
- Discourage staff from congregating in lunchroom/common areas.
- Use tap features at checkout instead of cash, where possible.

Customer Screening

- 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 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.
- Place [posters](#) at the entrance to ensure clients do not enter if they have COVID-19 symptoms.
- People with symptoms of COVID-19 should not be allowed into the premise to avoid spreading the virus to staff and other clients.
- Offer to reschedule appointments for clients if they are showing any symptoms or sick.

Non-medical Face Coverings (Section 22 Order) for Customers

- 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](#)
- Not all customers will be able to tolerate a mask. Alternative ways to provide service to these individuals should be considered. For example, providing service at the end of the day, with no other customers in the location, and keeping a 2 metre physical distance as much as possible.

Support and Encourage Proper Hand Hygiene and Respiratory Etiquette

- Educate employees on proper hand hygiene and respiratory etiquette.
 - Wash hands with liquid soap and warm water for at least 15 seconds frequently, before and after the handling of personal protective equipment and after each interaction.
 - Cover cough or sneeze with the elbow or a tissue. Immediately throw the tissue in the garbage and wash hands.
- Provide alcohol-based hand sanitizer (with 70-90% alcohol concentration) in a dispenser for staff and clients to use.
- Provide liquid soap and paper towels throughout the day.
- Post [Hand Washing](#), [Cover your Cough](#) and [Hand Sanitizing](#) signage in visible locations.

Laundry

- Dirty towels and linens must be placed in a lined laundry bin for washing with hot water and detergent using a washing machine. Dryers should be used as the heat further kills any viruses.
- Laundry baskets or reusable bags used for dirty towels and linens are cleaned and disinfected or laundered between uses and should not be used for clean towels/linens.
- 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).

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, disinfected, or sterilized before opening.
- Remove magazines and soft/porous items such as cushions and rugs that cannot be cleaned and disinfected.
- When scheduling appointments, allow additional time between clients for proper cleaning and disinfection of workstations and equipment.
- Ensure twice daily and when visibly soiled [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.
- Commonly used cleaners and [disinfectants](#) are effective against COVID-19.
- Use only disinfectants that have a [Drug Identification Number \(DIN\)](#) or Natural Product Number (NPN) that confirms it is approved for use in Canada.
- Check the expiry dates of products you use, and always follow the manufacturer's instructions regarding application and required contact time.
- Chlorine bleach solutions may be prepared and used for disinfection if appropriate for the surface.
- Ensure single-use items, including masks and gloves, are discarded immediately after use to reduce the risk of contamination. Garbage bins should be lined and disposed of regularly.

Service specific requirements and checklists are provided for the following sectors:

- [Hair Salons and Barber Shops](#)
- [Nail Salons and Spas](#)
- [Tattooing and Body piercing](#)

Other Resources and Signage for your Workplace

- [WDGPH Workplaces and Businesses webpage](#)
- [Signage for workplaces.](#)
- [Guide to Infection Prevention and Control in Personal Service Settings, 3rd 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 the [WDG Personal Service Settings](#) website to stay up to date.

Adapted with permission from Toronto Public Health.