

## Checklist for Personal Service Settings in Long Term Care and Retirement Homes

This checklist is one of several resources intended to support Personal Service Setting operators (e.g., hair salons, nail salons, aesthetic services) working in Long-Term Care and Retirement Homes (LTC/RH) to reduce the spread of COVID-19 by implementing public health measures.

This summary checklist applies to personal service operators and is not intended for health care workers providing personal care to residents. Please review other relevant documents found on our website under [Personal Service Settings](#).

Operators must also comply with COVID-19 policies set by the LTC/RH and the requirements under the [Ontario Regulation 136/18: Personal Service Settings](#).

Visit [wdgpublichealth.ca](http://wdgpublichealth.ca) for ongoing updates and links to additional resources. Wellington-Dufferin-Guelph Public Health (WDGPH) is unable to review individual policies and protocols. These are not legal documents.

### Screening

Considerations	Details
What screening procedures are in place for staff and clients?	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure all staff have been <a href="#">screened</a> before entering the premises</li> <li><input type="checkbox"/> In addition to <a href="#">routine screening</a> of clients by the facility, clients are screened by staff using the <a href="#">COVID-19 screening tool</a> prior to their appointment</li> <li><input type="checkbox"/> Communicate with staff and clients of your policies restricting people from the premises who screen positive on a COVID-19 screening tool</li> <li><input type="checkbox"/> Offer to reschedule client appointments if they screen positive on the COVID-19 screening tool</li> </ul>
How should appointments be handled?	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure clients are aware of all the safety protocols in place including requirements for wearing a face covering</li> <li><input type="checkbox"/> Avoid waiting areas for clients. Staff can call clients down when they are ready for them.</li> </ul>

## Physical Distancing

Considerations	Details
How will you ensure that staff and clients maintain 2 metres (6 feet) of distance from each other whenever possible?	<ul style="list-style-type: none"> <li><input type="checkbox"/> Determine maximum number of people permitted in your space at one time in order to maintain physical distance of 2 metres (6 feet)</li> <li><input type="checkbox"/> Remove all non-essential furniture/objects</li> <li><input type="checkbox"/> Arrange workstations to be at least 2 metres (6 feet apart)</li> <li><input type="checkbox"/> Limit the number of client appointments to allow adequate space to maintain physical distance</li> <li><input type="checkbox"/> Use signs throughout the facility to remind people about <a href="#">physical distancing</a> guidelines</li> <li><input type="checkbox"/> Do not allow clients to bring guests. A staff or health care worker of the LTC/RH may accompany the resident, when assistance is needed</li> <li><input type="checkbox"/> In areas where physical distance cannot be maintained, <a href="#">barriers such as plexiglass</a> may be used</li> </ul>

## Personal Protective Equipment (PPE)

Considerations	Details
How will you ensure that PPE is used appropriately by staff and clients?	<ul style="list-style-type: none"> <li><input type="checkbox"/> Ensure staff and clients wear a face covering at all times for the duration of providing personal services to clients</li> <li><input type="checkbox"/> Ensure staff wear both a face mask and eye protection (face shield or goggles) when providing services to clients who are unable to wear a face covering</li> <li><input type="checkbox"/> For those clients who cannot wear a face covering, consider offering appointment times when there are no other clients in your space</li> <li><input type="checkbox"/> Ensure masks, and face shields or goggles are available for staff when needed</li> <li><input type="checkbox"/> Every staff member should have assigned PPE that is reusable and be trained on the proper use of PPE including how to <a href="#">wear and care for face coverings</a></li> <li><input type="checkbox"/> Ensure goggles/face shields are <a href="#">cleaned and disinfected</a> between clients</li> <li><input type="checkbox"/> Store PPE in a manner to prevent contamination, when not in use</li> </ul>

	<input type="checkbox"/> Ensure staff practice proper hand hygiene before and after using PPE
--	---

## Hand Hygiene & Respiratory Etiquette

Considerations	Details
How will you ensure that staff and clients adhere to proper hand hygiene and respiratory etiquette?	<input type="checkbox"/> Ensure staff and clients are aware of <a href="#">proper handwashing</a> and <a href="#">respiratory etiquette</a> (e.g., sneezing or coughing into the crook of their elbow) <input type="checkbox"/> Have alcohol-based hand rub (at least 70% alcohol) available at each workstation. Encourage staff and clients to use it frequently. <input type="checkbox"/> Remind staff to wash/sanitize their hands properly and regularly after: <ul style="list-style-type: none"> <li><input type="checkbox"/> Coughing, sneezing, or touching the face</li> <li><input type="checkbox"/> Cleaning and disinfecting surfaces</li> <li><input type="checkbox"/> Between clients</li> <li><input type="checkbox"/> Upon starting a shift, returning from a break</li> </ul> <input type="checkbox"/> Hands must be cleaned with soap and water when visibly soiled <input type="checkbox"/> Limit the sharing of products and tools between staff whenever possible <input type="checkbox"/> Remove unnecessary shared objects such as magazines and brochures <input type="checkbox"/> Use touchless pay options (e.g., tap) whenever possible

## Cleaning & Disinfection

Considerations	Details
How will you ensure that there is enhanced cleaning and disinfection of your premise?	<input type="checkbox"/> Continue to clean and disinfect equipment as indicated in the <a href="#">Ontario Regulation 136/18: Personal Service Settings</a> <input type="checkbox"/> Use Health Canada approved <a href="#">disinfectants</a> , in accordance with the manufacturer's instructions <input type="checkbox"/> Clean all work surfaces and equipment before disinfection

	<ul style="list-style-type: none"> <li><input type="checkbox"/> 2 in 1 products (cleaner/disinfectants) may be used to clean and disinfect equipment and surfaces. Follow the instructions for use on the product label</li> <li><input type="checkbox"/> Clean and disinfect chairs, head/armrests, tools, and product containers/bottles between each client</li> <li><input type="checkbox"/> Clean and disinfect basins, hoses, spray nozzles, faucet handles, shampoo chairs (including arm rests) between each client</li> <li><input type="checkbox"/> Ensure nail dryers are cleaned and disinfected between each client</li> <li><input type="checkbox"/> Ensure clients do not bring their own products into the premises</li> <li><input type="checkbox"/> <a href="#">Clean and disinfect</a> other high-touch surfaces such as phones, credit card machine, computer, door handles, counters, plexiglass barriers, etc. at least twice daily</li> <li><input type="checkbox"/> Gently sweep floors to remove hair and dirt throughout the day. Use a wet mop with a low-level disinfectant at the end of the day.</li> <li><input type="checkbox"/> Where possible, use disposable, single-use supplies and discard immediately after use</li> <li><input type="checkbox"/> Discard disposable covers immediately after use</li> <li><input type="checkbox"/> Ensure time is allowed between each client to ensure proper cleaning and disinfection of the workstation and equipment</li> </ul>
<p>How should you handle laundered items?</p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Use a clean cape and/or towel(s) for each client, if applicable</li> <li><input type="checkbox"/> Place used towels, linens, caps and capes in a lined laundry bin</li> <li><input type="checkbox"/> Ensure items are washed with hot water and detergent using a washing machine and dried completely after each use.</li> <li><input type="checkbox"/> Store clean laundered items in closed cabinets or covered containers.</li> </ul>

## Additional Considerations

Considerations	Details
What are some additional considerations for hair salon/barber services?	<ul style="list-style-type: none"> <li><input type="checkbox"/> Clean towels may be used to remove cut hair off a client. Brushes to remove hair should not be used.</li> <li><input type="checkbox"/> Hair dryers should only be used if all staff and clients in the premise are wearing face coverings. Try to limit the use of a hair dryer, especially near the face.</li> </ul>

## Attendance & Contact Information

Considerations	Details
What attendance policies do you have to ensure the safety of your staff and clients?	<ul style="list-style-type: none"> <li><input type="checkbox"/> Remind staff about the importance of reporting illness to their supervisor/manager.               <ul style="list-style-type: none"> <li><input type="checkbox"/> If a staff member becomes sick while at a LTC/RH, they should go home immediately and self-isolate.</li> <li><input type="checkbox"/> Staff experiencing symptoms can go to an <a href="#">assessment centre</a> for testing.</li> <li><input type="checkbox"/> For additional health-related questions, call <a href="#">Telehealth</a> or a health care provider</li> </ul> </li> <li><input type="checkbox"/> For more information on what to do if an employee becomes ill or tests positive for COVID-19, please review the <a href="#">COVID-19 Guidance for Reopening Businesses</a> (WDGPH).</li> <li><input type="checkbox"/> Staff should not enter the premises during an outbreak. All services are suspended during a facility outbreak.</li> </ul>
How can you support contact tracing, if needed.	<ul style="list-style-type: none"> <li><input type="checkbox"/> Maintain a record of staff schedules to support contact tracing, if needed</li> <li><input type="checkbox"/> Maintain a record of client contact information (name &amp; phone number/email) and appointment time to support contact tracing, if needed. Include contact information for their care provider, if applicable.</li> <li><input type="checkbox"/> Providing contact information is voluntary and can only be used for contact tracing.</li> </ul>

## Additional Resources

Please review the [Personal Service Settings](#) section on our website.

## References

Toronto Public Health. *Barber and Hair Salon Services in Long-Term Care and Retirement Home Settings: COVID-19 Checklist*. Retrieved from <https://www.toronto.ca/wp-content/uploads/2020/07/8f34-Checklist-for-hair-salons-barber-shops-in-LTCH-and-RH.pdf>