

# COVID-19 GUIDELINES FOR PERSONAL SERVICE SETTINGS

Revised: July 27, 2020

The Government of Ontario announced that Personal Service Settings (PSS) can re-open for business on June 19, 2020. Personal Service Settings include businesses that offer hairstyling and barbering, tattooing, micropigmentation, ear and body piercing, electrolysis, nail salons, and aesthetic services. Under the provincial government's [Framework for Reopening the Province](#) Stage 3, as of July 24, 2020, Personal Service Settings are permitted to provide services that tend to a customer's face including facials, facial hair grooming, eyebrow grooming and makeup, in addition to the services already allowed in Phase 2. At this time, **oxygen facials are still prohibited** until further direction. Personal Service Settings in York Region do not require an inspection by York Region Public Health prior to re-opening, however a Personal Service Setting must ensure appropriate policies and procedures and infection prevention and control measures are in place to protect employees and customers against COVID-19.

Personal Service Settings must comply with the [PSS Regulation \(O. Reg. 136/18\)](#), [Ontario's Emergency Orders](#) and guidance as directed from York Region Public Health. Employers may also refer to additional sector-specific guidance provided by the [Ministry of Health](#) (MOH), the [Ministry of Labour, Training and Skills Development](#) (MLTSD), [Workplace Safety and Prevention Services: Guidance on Health and Safety for Personal Service Settings During COVID-19](#) and industry partners to ascertain what types of preventative measures may be appropriate for particular workplace settings.

Regulated health professionals that provide personal service within their scope of practice should refer to [COVID-19 Operational Requirements: Health Sector Restart](#), as well as their respective regulating bodies for additional operating guidance.

## COVID-19 TRANSMISSION

Current evidence suggests person-to-person spread occurs when there is close contact with a case. COVID-19 is most commonly spread from an infected person through:

- Respiratory droplets generated when they cough or sneeze
- Close, prolonged personal contact, such as touching or shaking hands
- Engaging in face-to-face conversation with an infected person for more than 10 minutes
- Being in the same room with an infected person for more than 15 minutes
- Touching contaminated equipment or surfaces (e.g., door handle) with the virus on it, then touching your mouth, nose or eyes before washing your hands

The majority of transmissions are from symptomatic infected people but there is evidence of asymptomatic infection with COVID-19 and subsequent transmission (i.e., when a person without symptoms transmits the virus to another person).

**PUBLIC HEALTH**

1-800-361-5653  
york.ca/covid19

The logo for York Region, featuring a stylized white star or spark icon above the text "York Region" in a white serif font, all set against a purple background with a white swoosh element.

York Region

# INFECTION PREVENTION AND CONTROL RECOMMENDATIONS

For hair stylists, barbers, estheticians, and other personal service sector employees the nature of the work requires close contact with co-workers and customers (i.e., within 2 metres). These interactions, as well as the need to touch work surfaces and equipment could increase the likelihood that you or your customers could come in contact with the virus. To mitigate the spread of COVID-19, the following enhanced infection prevention and control measures should be implemented:

- All employees and customers must stay home when sick
- Maintain a 2 metre/6 feet distance from others, as much as possible
- Clean hands often, and avoid touching your face, mouth, eyes and nose with unclean hands
- Practice respiratory etiquette by coughing or sneezing into your elbow or sleeve, or using a tissue and dispose of it immediately and clean hands
- Wear a non-medical mask or face covering when you are in an enclosed, public setting and cannot maintain a 2 metre distance
- Clean and disinfect frequently touched objects and surfaces throughout the day or as required

In addition, follow the recommendations listed below to ensure a safe Personal Service Setting work environment.

## EMPLOYEE HEALTH SCREENING AND ATTENDANCE

- Instruct employees to [self-monitor](#) for COVID-19 [symptoms](#), as well as for any potential exposures that require [self-monitoring](#) or [self-isolation](#)
- Employees who have [symptoms](#) of COVID-19 should seek assessment and testing at a [COVID-19 Assessment Centre](#). COVID-19 Assessment Centres in York Region are located at the three York Region hospitals:
  - [Markham-Stouffville Hospital](#)
  - [Mackenzie Health](#)
  - [Southlake Regional Health Centre](#)
- Employees should also be screened for any recent travel in the last 14 days or if they have been in [close contact](#) with someone who has travelled
- Employees who are required to [self-isolate](#) must not come to work. Anyone with symptoms of an acute respiratory illness must not come to work and must report their symptoms to the owner immediately by phone
- Employees who have been in [close contact](#) with someone with COVID-19 outside of work are required to [self-isolate](#) for 14 days and must not come to work. Should [symptoms](#) develop they should seek assessment and testing at a COVID-19 Assessment Centre and contact York Region Public Health for advice (1-800-361-5653)
- Employees who [test positive](#) for COVID-19 must not be permitted to work and must notify the owner immediately along with notifying York Region Public Health
- Employees who [test positive](#) for COVID-19 can return to work 14 days after their [symptoms](#) began and they are no longer symptomatic
- Employee who have [tested negative](#) for COVID-19, should not attend work until they are symptom-free for at least 24 hours
- Stagger or adjust working hours and shifts to reduce the number of employees in your business to allow for physical distancing of 2 meters/6 feet while working and on breaks

- Have a flexible sick policy so employees do not come to work sick
- Personal Service Settings must keep a log of all customer appointments, including date and time of service and the name of the employee who provided the service

## EMPLOYEE AND CUSTOMER SCREENING

- All employees and customers must be screened for COVID-19 prior to entry into the premises
- Employees should be screened at the start of a shift
- Customers should be screened when scheduling an appointment and upon arrival for their appointment
- Screening questions must include:
  - Do you have any COVID-19 related [symptoms](#)?
  - Have you returned from travel in the last 14 days or been in [close contact](#) with someone who has travelled?
  - Have you been in [close contact](#) with someone who has tested positive for COVID-19?
    - If customer answers 'yes' to any of the screening questions, their appointment should be re-scheduled
- Refer to the [Ministry of Health](#) website for up to date guidance on COVID-19 screening
- Temperature checks are not required as part of customer screening practices
- Restrict entrance to prevent walk-in customers
- If unplanned appointments arise, the customer must wait outside until the operator can determine if the Personal Service Setting is able to provide service and maintain enhanced infection control and health and safety measures for the protection of employees and customers
- Communicate to customers on website and/or via telephone messages to reschedule appointment, if they are unwell and not to visit in person
- People with symptoms of COVID-19 should not be allowed into the premises, to avoid spreading the virus to employees and other customers
- Post signage to advise customers to inform employees immediately if they are feeling unwell ([COVID-19 Screening sign](#), [Self-Monitoring signage](#))
- Provide alcohol-based hand sanitizer containing at least 60-90% alcohol at the entrance and throughout the premises for use by employees and customers
- Anyone entering the Personal Service Setting must immediately clean their hands using alcohol based hand sanitizer
- Under Ontario Regulation 136/18: Personal Service Settings, an Operator is required to collect client contact information (e.g., client's full name, contact information, date and service received and name of staff providing the service) for each person receiving a personal service in their setting. This information is critical should an exposure happen at your setting and there is a need for contact tracing. Refer to York Region's Personal Service Settings [Client Record Template](#)

## PHYSICAL DISTANCING

- Provide visual cues such as tape, stickers or safety cones every 2 metres/6 feet for customers lining up when waiting outside
- Calculate the number of customers allowed into the premises based on size and to ensure for ease of movement while maintaining 2 metre/6 feet distancing between customers and employees
- Limit entrances to control employees and customers entering the premises at any given time

- Limit customer appointments to allow for physical distancing requirements to be maintained between customers and employees
- Consider possible ways to increase physical distancing within the Personal Service Setting such as making workstations inaccessible, re-arranging furniture or removing non-essential furniture
- Provide visual cues such as signage or tape to encourage physical distancing
- Install plexiglass and other barriers if possible, where there will be close contact between employees and customers, between workstations and at the checkout
- Place markers or visual cues inside the premises to instruct customers where to stand or sit when waiting and receiving services
- Do not allow customers to bring guests to the appointment, including children
- A child who has an appointment may be accompanied by a parent
- Post [physical distancing signs](#) at all entrances, by cashiers or service counters
- To minimize direct contact with frequently touched surfaces encourage customers to use tap features at checkout instead of cash, where possible. When this is not possible hand sanitizer should be available at checkout areas and customers should be encouraged to clean their hands
- Do not have customers wait inside the premises. Instruct customers to call when they arrive and wait outside until they are instructed to enter the premises
- Employees should remind customers to stay 2 metres/6 feet apart, as much as possible
- Customers should be directed to immediately leave the premises after they have received services and customers should not congregate in any area of the Personal Service Setting
- Employees must not congregate in lunchroom or common areas. Stagger breaks and meal times to ensure physical distancing is maintained and to prevent employees from congregating
- York Region Public Health - [Printable 8.5"x11" sign indicating foot traffic in the area is one way](#)
- York Region Public Health - [Printable 8.5"x11" sign indicating stairs can only be used in one direction](#)
- York Region Public Health - [Practice Physical Distancing](#)

## HAND HYGIENE & RESPIRATORY ETIQUETTE

- Employees and customers are reminded to:
  - Practice proper and frequent [hand hygiene](#) by washing hands with soap and water or by using alcohol-based hand sanitizer containing 60-90% alcohol content
  - The Personal Service Setting should ensure there is an adequate supply of hand hygiene products such as liquid soap, paper towel and alcohol-based hand sanitizer that is easily accessible to the customer
  - Hand towels, if provided, should not be shared and should be laundered after each use
  - Practice [respiratory etiquette](#) by coughing or sneezing into your elbow or sleeve, or using a tissue and dispose of it immediately and clean hands
  - Avoid touching face with unclean hands
  - Personal Service Settings should post signage to promote hand hygiene and respiratory etiquette
- York Region Public Health - [Hand washing](#) poster
- York Region Public Health - [Hand sanitizer](#) poster
- York Region Public Health - [Respiratory etiquette](#) poster

## PERSONAL PROTECTIVE EQUIPMENT (PPE) REQUIREMENTS FOR EMPLOYEES

- Personal protective equipment (PPE) is worn by the employee to prevent the transmission of infectious droplets and to protect employees and customers while attending the Personal Service Setting. PPE includes gloves, gowns, masks and eye protection
- All employees must be trained in the proper use for all the PPE that they may be required to wear during their shift and while providing personal services. This includes the proper donning and doffing of PPE
- Single-use PPE (e.g., masks, gloves, gowns) is used once and must be immediately discarded into a lined garbage bin
- Before any client interaction, Personal Service Setting employees must conduct a point of care risk assessment to determine PPE usage. Additional considerations should include:
  - The ability for employee to maintain 2 metre/6 feet distancing
  - Is the customer able to wear a non-medical mask or face covering for the duration of the appointment
  - The possibility of contact with blood or body fluids; contaminated items/equipment; mucous membranes and non-intact skin
  - Services that may present a potential aerosolization of particles

### Surgical/Medical Mask

- All employees [must wear a surgical/medical mask](#) for the duration of their shift.
- If customer cannot tolerate wearing of a mask/face covering, the employee must wear a surgical /medical mask and also wear eye protection and the appointment should be scheduled at the end of the day when there are no other customers present onsite.
- During breaks, when employees remove their masks they must remain in an area not accessible to customers and continue to practice physical distancing from other staff. If a personal service (e.g. haircut) requires adjustment of the customers' non-medical mask/face covering, the employee must perform hand hygiene immediately afterwards. Attention should be taken not to touch the front portion of the customer's non-medical mask/face covering
- Clean hands prior to putting on the surgical/medical mask
- Change masks when they become damp or soiled
- Masks should securely cover the nose and mouth
- Do not allow the mask to hang or dangle around the neck
- Do not save single-use medical masks for re-use
- Perform hand hygiene after removing the mask
  
- York Region Public Health - [Guidance on how to Wear a Face Mask](#)
- York Region Public Health - [How to properly put on, take off and dispose of masks/face coverings and gloves during COVID-19](#) video

### Gloves

- Gloves are worn to protect hands from becoming heavily soiled
- Single-use disposable gloves are task-specific and are not meant to be washed or reused
- Gloves must be changed between tasks or when they are ripped, or visibly soiled
- Perform hand hygiene before putting on and after removing gloves

## Eye Protection (Goggles/Face Shields)

- Eye protection must be worn to protect the mucous membranes of the eyes when there is a chance of generating splashes or sprays of body fluids
- For appointments where the customer cannot tolerate wearing a mask the personal service operator must wear eye protection and these appointments must be scheduled at the end of the day
- Eye protection that is disposable is to be discarded after each use
- Re-usable eye protection must be cleaned and disinfected after each customer and stored in a manner that prevents cross contamination
- Re-usable eye protection should be labelled and dedicated to one employee

## Gowns

- Long sleeve gowns must be worn by employees to protect uncovered skin and prevent the soiling of clothing during activities likely to generate splashes or sprays of body fluids
- If gowns are single-use they must be discarded after each use. Wash hands after removing a gown
- If gowns are reusable they can be laundered after each use to ensure they are maintained in a clean and sanitary manner

### Quick Reference Guide for Personal Services

Level of Contact with the Customer	Recommendations for customer when attending a Personal Service Setting	PPE for Employees	Services Affected
<ul style="list-style-type: none"> <li>• 2 metre/6 feet distancing cannot be maintained</li> <li>• No physical barrier in place to limit contact with customer</li> </ul>	<ul style="list-style-type: none"> <li>• Customer to wear a 2-layer cloth face covering or mask for the duration of the service and while at the personal service setting, as a form of source control</li> <li>• If customer cannot tolerate the wearing of a face covering or mask, the appointment should be scheduled at the end of the day when there are no other customers present onsite</li> </ul>	<ul style="list-style-type: none"> <li>• Employees to wear a surgical/medical mask</li> <li>• If customer cannot tolerate the wearing of a face covering or mask, employee to also wear eye protection and appointment should be scheduled at the end of the day</li> <li>• If inadvertent contact with blood or body fluids occurs, gloves are to be worn and a gown if potential for outwear to become contaminated</li> </ul>	<ul style="list-style-type: none"> <li>• Hair</li> <li>• Barbering</li> <li>• Waxing</li> <li>• General areas in the Personal Service Setting</li> </ul>
<ul style="list-style-type: none"> <li>• Services with potential aerosolization of particles</li> </ul>	<ul style="list-style-type: none"> <li>• Customer to wear non-medical mask or face covering at all times while at the personal service setting as a form of source control</li> <li>• If customer cannot tolerate the wearing of</li> </ul>	<ul style="list-style-type: none"> <li>• If appropriate high efficiency particulate air filter (HEPA) ventilation system is used then employee to wear surgical /medical mask for source control.</li> <li>• If customer cannot tolerate</li> </ul>	<ul style="list-style-type: none"> <li>• Manicure</li> <li>• Pedicure</li> </ul>

Level of Contact with the Customer	Recommendations for customer when attending a Personal Service Setting	PPE for Employees	Services Affected
	<p>a face covering or mask appointment should be scheduled at the end of the day when there are no other customers present on-site</p>	<p>wearing a non-medical mask or face covering employee to wear eye protection and medical mask and appointment should be scheduled at the end of the day</p> <ul style="list-style-type: none"> <li>• If no appropriate ventilation is used then employee to wear eye protection and an N95 mask that has been fit tested</li> <li>• Gloves as required, if hands have the potential for becoming soiled or if coming in contact with non-intact skin</li> <li>• Gown to be worn if potential for outwear to become contaminated</li> </ul>	
<ul style="list-style-type: none"> <li>• Invasive services where there is a potential for contact with blood and body fluids</li> </ul>	<ul style="list-style-type: none"> <li>• Customer to wear a non-medical mask or face covering for the duration of the service at all time and while at the personal service setting as a form of source control</li> <li>• If customer cannot tolerate the wearing of a face covering or mask appointment should be scheduled at the end of the day where there are no other customers on-site</li> </ul>	<ul style="list-style-type: none"> <li>• Employee to wear a surgical/medical mask</li> <li>• Employee to wear eye protection</li> <li>• Gloves worn due to contact with blood and body fluids</li> <li>• Gown to be worn if potential for outwear to become contaminated</li> </ul>	<ul style="list-style-type: none"> <li>• Tattooing</li> <li>• Body Piercing (other than the face)</li> <li>• Scarification</li> </ul>

### Non-medical Masks/Face Coverings for Customers Attending Personal Service Appointments

- Customers **must wear a 2-layer non-medical mask/face coverings** (even of asymptomatic) for the duration of their appointment; operator must inform the customer of mask wearing requirement before the appointment
- Customers who are unable to tolerate the wearing of a non-medical mask should be scheduled for an appointment at the end of the day when there are no other customers onsite
- Masks are not recommended for children under the age of two and not required for children under five (in York Region)
- The Personal Service Setting may have a supply of disposable masks available to provide to the customer

## CLEANING AND DISINFECTION

- Work surfaces (e.g., chairs, tables, counters) and multi-use tools (e.g., scissors, clippers, re-usable nail files, etc.), must be cleaned and disinfected before store opening and after each use. Personal Service Setting must follow cleaning and disinfection requirements as set out in the [PSS Regulation \(O. Reg. 136/18\)](#)
- Ensure increased cleaning and disinfection of frequently touched surfaces (e.g., door handles, light switches, debit machines, counters) before store opening and as required
- Physical barriers (e.g., plexiglass) must be easy to clean and disinfect
- Keep a cleaning and disinfection log to track and demonstrate daily cleaning
- When scheduling customer appointments, ensure to allocate enough time to clean and disinfect tools, surfaces and workstations between customer appointments
- Only use disinfectants with a [Drug Identification Number \(DIN\)](#) or [Natural Product Number \(NPN\)](#) that are approved for use in Canada
- Follow the manufacturer's instructions on the chemical product label; only use products that have not expired
- Bleach solutions prepared with water can be used as a disinfectant. Refer to York Region's [Cleaning and Disinfecting chart](#) for further details

## LAUNDRY

- Towels, hair capes, over coats, aprons, gowns and sheets must be cleaned and laundered after each customer
- Protective covering that are single-use must be discarded immediately after use; otherwise it must be laundered after each client
- Employees should launder their clothes after each shift or if a protective cover is worn, it must be laundered after each shift
- Do not shake soiled towels, uniforms, sheets etc.; place directly into the laundry hamper/bag/washer. Dry items completely and use the hottest dryer setting
- Clean and disinfect laundry hampers after each use
- If a laundry service is used, ensure they are familiar with and follow the COVID-19 policies and procedures that are in place at your premises

## OTHER CONTROL MEASURES

- Do not allow customers to sample or touch any products/items in the retail area. Display signs directing the customer to ask for assistance
- Remove magazines and absorbent objects (e.g. pillows) that are difficult to clean and sanitize
- Do not allow customers to bring in drinks/food; do not provide drinks or food to customers
- Ask the customer to wash their hair prior to their appointment
- Consider a dry cut to minimize aerosolization of contaminants
- Customer hair washing and blow drying is permitted; ensure employee is wearing a surgical/medical mask and customer is wearing a 2-layer cloth face covering or mask and instruments, equipment and workstation are cleaned and disinfected between customers
- Nail dryers can be used for nail services
  - Customers must practice hand hygiene prior to service and all instruments, equipment and workstations must be cleaned and disinfected between customers

- Employees should remind clients to wash their hands before manicure service
- Customer screening and consultations should take place over the phone or on-line as much as possible before the appointment
- The personal service setting must conduct onsite screening of customers; temperature checks are optional (see screening section, above). Equipment used for temperature monitoring must be cleaned and disinfected between each customer
- Use a high efficiency particulate air filter (HEPA) in the ventilation system
- Open windows to increase air flow, if possible

## OCCUPATIONAL HEALTH AND SAFETY

- Employers are required to ensure the health and safety of workers, as set out in the [Occupational Health and Safety Act](#) and its regulations
- Employers should have policies and procedures in place on COVID-19 transmission, steps taken to protect employees (e.g., screening, signage, physical distancing, staggering breaks, workstation placement) and how to protect themselves with infection control practices (e.g., hand hygiene, PPE, cleaning and disinfection etc.)
- Employers must train their employees on all policies and procedures. Policies and procedures must be regularly reviewed to ensure the process works well and adjust as necessary
- Employers must develop a process to procure and PPE adequate for the ongoing operation of the personal service setting
- Employer must provide an adequate supply of PPE for employees use and properly train employees on use and disposal

## YORK REGION BUSINESS SUPPORTS & RESOURCES

For more information on region-specific support for local businesses visit [York.ca/covid19](http://York.ca/covid19) or:

- [Re-opening and Resuming Business During COVID-19 Toolkit](#)
- [Yorklink.ca](http://Yorklink.ca)
- [York Small Business Enterprise Centre](#)
- York Region Health Connection at 1-800-361-5653 (prompt 4) to speak with a Public Health Inspector

## OTHER RESOURCES

- [Canadian Centre for Occupational Health and Safety Coronavirus \(COVID-19\) Tips](#)
- [Workplace Safety & Prevention Services. Guidance on Health and Safety for Personal Services Settings During COVID-19](#)
- [Public Health Ontario. Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition](#)

## REFERENCES

- [COVID-19 & Re-opening York Region: Public Health Resources and Guidance for Businesses](#)
- Toronto Public Health - [COVID-19 Guidelines for Personal Service Settings](#)
- Ontario Government - [Resources to prevent COVID-19 in the workplace](#)
- York Region Fact Sheet: [Keeping Essential Workers Safe During COVID-19](#)