

COVID-19 (Novel Coronavirus) Personal Service Settings

COVID-19 Guidelines for Personal Service Settings

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Version 11.0

Key Points

- Only Sensory Deprivation Pods that are prescribed by a regulated health professional are permitted to open in Step 1.
- All other personal service settings are not permitted to open until Step 2. Specific details of requirements for Step 2 and Step 3 of the [Roadmap to Reopen](#) have not yet been released. See www.swpublichealth.ca for our current step.
- Cleaning, disinfecting or sterilization of items should continue as indicated in the [Personal Services Setting Regulation](#). Ensure enhanced cleaning and disinfection of high-touch surfaces.

The COVID-19 pandemic is evolving rapidly. This guidance is subject to change. Please visit the Southwestern Public Health website (<https://www.swpublichealth.ca/>) regularly for updates and announcements. This guidance is to support owners/operators on how to keep personal service settings operating safely and includes mandated restrictions and capacity limits in place in Ontario's [Roadmap to Reopen](#). Timelines for the start of each step of the roadmap are subject to change based on provincial direction.

COVID-19 Roadmap to Reopen

Personal service settings (PSS), including hairstyling and barbering, tattooing, micropigmentation, ear and body piercing, electrolysis, nail salons, and aesthetic services, **must comply with the [PSS Regulation](#) in addition [Ontario's Roadmap to Reopen](#) and guidance from Southwestern Public Health.** The below chart provides an overview of restrictions in place in each step of the Roadmap. More details on the specific requirements in Step 2 and Step 3 are pending the release of the associated regulations.

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Step in Roadmap	Restrictions
General Public Health Measures (All Steps)	<ul style="list-style-type: none"> ✓ Personal Service Settings must screen all workers and clients entering the premise. See the COVID-19 Screening Tool for Workplaces for more information. ✓ Face coverings are required to be worn by members of the public and workers in indoor public places and workplaces, with limited exceptions. ✓ Personal Protective Equipment that protects the eyes, nose and mouth is required if a worker is required to come within 2 metres of someone who is not wearing a face covering and is not separated by plexiglass or some other impermeable barrier. ✓ Services that require the removal of a face covering are prohibited until step 3. ✓ All businesses or facilities must limit capacity so that every member of the public can maintain 2 metres of physical distance from every other person. ✓ All businesses or organizations must post signs at all entrances to the premises in a conspicuous location visible to the public that inform individuals on how to screen themselves for COVID-19 prior to entering the premises. ✓ Businesses or spaces that are open shall ensure that equipment, washrooms, locker rooms, change rooms and showers that are accessible to the public are cleaned and disinfected as frequently as is necessary to maintain a sanitary condition. ✓ All workplaces must develop a COVID-19 workplace safety plan and have it available should an inspector or compliance officer request to see it during an inspection.
Step 1 	<ul style="list-style-type: none"> ✓ All indoor and outdoor personal services settings must remain closed. ✓ Sensory deprivation pods permitted when prescribed by a regulated health professional
Step 2 	<ul style="list-style-type: none"> ✓ Open at 25% capacity to a maximum of 5 people ✓ Appointments required ✓ Services that require the removal of a face covering is not permitted ✓ Only patrons being served can be in the setting
Step 3 	<ul style="list-style-type: none"> ✓ Open with capacity limited to permit physical distancing of 2 metres and other restrictions.

Face Covering: Refers to non-medical masks, such as cloth masks. Non-medical masks are used to protect others from exposure to the wearer's respiratory aerosols/droplets (providing source control). Face coverings should be made from [3 layers of fabric](#) and fit snugly around the nose, mouth and chin.

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Medical Mask: Includes surgical, medical procedure face masks and respirators like N95 masks. These masks should be used as necessary for specific procedures or when staff are in close contact with individuals that do not have a face covering (for example, while providing beard trimming services).

Sensory Deprivation Pods in Step 1

- Establishments that provide access to sensory deprivation pods that are used for therapeutic purposes prescribed by or administered by a regulated health professional may operate in **Step 1** as long as all of the below requirements are met:
 - Persons who provide service must wear appropriate Personal Protective Equipment.
 - All customers who enter must have an appointment.
 - Customers are only permitted to be in the premises during the time of receiving the service.
 - The premises cannot operate at more than 25% capacity of the space, to a maximum of 5 people – whichever is lower.
- All additional information required in Steps 2 and 3 must also be followed by these establishments in **Step 1**, including: employee and customer screening, preventing COVID-19 outbreaks, personal protective equipment, hand hygiene and respiratory etiquette, laundry, etc.

Step 2 and Step 3

Please note that more detail on specific requirements in Step 2 and Step 3 of the Roadmap to Reopen is pending the release of associated regulations. This information below is provided to assist with planning for re-opening but is subject to change based on the release of the regulations.

Employee Screening and Attendance

- Screening employees for COVID-19 is mandatory (see [COVID-19 Screening Tool for Workplaces](#) for more information).
- **Before each shift, staff must be screened** to identify if they:
 - Have **symptoms of COVID-19** such as fever, cough, or difficulty breathing.
 - Have had contact with a confirmed case of COVID-19 in the past 14 days.
 - Have been instructed by public health to self-isolate due to travel or contact history.**Any staff member that answers "yes" to any of these conditions must be sent home/not attend work and advised to contact their local public health unit.**
- If an employee becomes ill with COVID-19 **symptoms** while at work, they must go home right away to **self-isolate** and should contact their health care provider or an **Assessment Centre** to get tested.

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- Workers with a household member who has symptoms and is awaiting COVID-19 test results should self-isolate and not attend work until results are known. If the household members' results are positive, the worker must self-isolate as directed by public health.
- For more information, visit the [self-isolating section of our website](#).
- Create a flexible sick policy to ensure staff do not come to work while sick.
- Remind employees about the importance of reporting illness to their supervisor/manager.
- Stagger or adjust working hours and shifts to reduce the number of staff in your business.

Preventing COVID-19 Outbreaks

- All businesses or organizations that are operating must prepare a safety plan that is available upon request. Information on how to create a safety plan can be [found here](#).
 - The safety plan should describe the measures and procedures implemented or will be implemented to reduce the risk of COVID-19 transmission. It should include information on screening, face coverings, physical distancing, use of personal protective equipment and cleaning and disinfection.
 - A copy of the safety plan must be posted in a conspicuous place.
- Operators must keep logs of the name and contact information for customers and staff, date, and check-in/check-out times. This can be used to assist public health with contact tracing if required.
- If a customer or staff member tests positive for COVID-19 and were contagious while at the premises, public health will investigate and notify staff and customers who may have been exposed. This may include instructions for staff to self-isolate or self-monitor for [COVID-19 symptoms](#).
- Public health will advise of any additional cleaning and disinfecting measures needed to reduce the risk of spread in the setting.

Physical Distancing/Building Capacity Restrictions

- In **Step 2**, premises cannot operate at more than 25% capacity of the space, to a maximum of 5 people. In **Step 3**, premises must permit physical distancing between customers.
- It is currently required for businesses to [post signs](#) at all entrances to the premises in a conspicuous location visible to the public that inform individuals on how to screen themselves for COVID-19 prior to entering the premises.
- Post [physical distancing signs](#) to remind customers to maintain physical distancing.
- Provide visible cues such as tape, stickers, or safety cones every 2 metres for customers inside the premises, and for customers lining up when waiting outside.
- Limit entrances to control staff and customers entering the premises at any given time.
- Stagger customer appointments to allow adequate space to maintain physical distancing between customers and staff.
- Remove non-essential furniture to allow ease of movement for physical distancing.

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- Consider installing plexiglass and/or other impermeable barriers where there will be close contact between staff and clients. For example, between workstations and at the check-out.
- **The use of a plexiglass barrier does not change the need to wear a face covering.**
- In **Step 2**, only patrons being served can enter the premises. Ask clients to call when they arrive and wait outside or in their car.
- In **Step 2**, all clients entering the personal services setting must have an appointment.
- Staff should remind clients to maintain physical distancing.
- Mark and/or rearrange lunchroom and common employee only areas to visually show 2 metres.

Customer Screening

- **Screen clients** over the phone prior to booking an appointment and upon arrival.
- People with symptoms of COVID-19 must not be allowed into the premises.
- Reconsider any cancellation policies currently in place to ensure those who are ill do not enter.

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 handling personal protective equipment, between tasks, and after each interaction.
 - Cover a 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 customers to use when hands are not visibly soiled.
- Continue to top up the supply of soap, paper towels, hand sanitizer, and tissues throughout the day.
- Post **Hand Washing**, **Cover your Cough** and **Hand Sanitizing** signage in visible locations.

Personal Protective Equipment (PPE)

- On October 2, 2020, the Province of Ontario mandated face coverings in indoor areas of businesses or organizations. Some exemptions apply and can be found in the regulation [here](#) (Schedule 1, Section 2(4)).
 - Staff working in indoor employee only spaces who can physically distance themselves from all other staff members in that space do not need to mask while in this area.
 - In **Step 2**, all services that require the temporary removal of a face covering are prohibited.
- PPE covering the eyes, mouth and nose is required when a worker must come within 2 metres of another person who is not wearing a face covering. At a minimum, this would include a **medical mask** and **eye protection** (face shield or goggles). If a plexiglass or impermeable barrier separates the worker from the person not wearing a face covering, additional PPE is not mandatory, but a face covering is still required.

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- The use of disposable gloves is not a substitute for proper hand hygiene. If employees use gloves, they must be changed between tasks, after every client, or more often, as necessary.
 - When gloves are removed, hands must be washed with soap and water for 15 seconds immediately after. Hand hygiene must also be completed immediately before putting on a new pair of gloves.
 - Once disposable gloves are removed, they cannot be re-used.
- If goggles/face shields are used, they must be labelled to the assigned staff and disinfected often.
- Employees must not share PPE.
- Employers must:
 - Have a policy in place outlining how the provincial face covering requirements will be implemented as per the [Southwestern Public Health Letter of Instruction](#).
 - Provide staff with a sufficient supply of face coverings and consider having a supply of face coverings for customers.
 - Train staff on implementing the provincial face covering regulation and including how to manage individuals claiming exemptions.
 - Provide all staff with information on [proper use, removal, and washing of face coverings](#) as well as the use of other PPE (i.e. eye protection and gloves).
 - Post [signs](#) at entrances to remind customers of [face covering requirements](#).

Laundry

- Dirty towels and linens must be placed in a lined laundry bin immediately after use.
- Items should be washed using hot water and detergent, and dried on the highest setting.
- Laundry baskets or reusable bags must be cleaned and sanitized between uses.
- A clean cape must be used for each client.
- Use a clean towel rather than a neck brush to remove loose hair.

Enhanced Cleaning and Disinfection

- Cleaning and disinfecting or sterilization of items/equipment must continue as indicated in the [Personal Services Setting Regulation](#).
- High touch areas and equipment must be thoroughly cleaned and disinfected before opening.
- Consider removing magazines and soft/porous items such as cushions and rugs that are difficult to sanitize.
- When scheduling appointments, allow additional time between clients to conduct for proper [cleaning and disinfecting](#) of workstations, equipment, and high touch surfaces.
- Commonly used cleaners and disinfectants are effective against COVID-19.

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- Use only disinfectants with 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.
- Chlorine bleach solutions may be prepared and used for disinfection if appropriate for the surface.
 - Ensure the disinfectant remains on the surface for a minimum of two minutes (contact time) and allow to air dry.
- Where possible use disposable, single-use supplies.
- Ensure single-use items, including face coverings/masks and gloves, are discarded immediately after use to reduce the risk of contamination. Garbage bins should be lined and must be disposed of regularly.

Heating, Ventilation and Air Conditioning (HVAC)

- Increase the introduction and circulation of outdoor air by maximizing the outdoor air ratio on your HVAC system settings, or by opening windows and screen doors, where possible.
- Do not open windows and doors if doing so poses a safety risk.
- Ensure the HVAC system(s) are adequately maintained.
- Where provided, use the highest efficiency filters that are compatible with the HVAC system.
- Keep areas near HVAC inlets and outlets clear.
- Seating and activities should be arranged away from areas with high airflow (i.e. not in front of air vents).
- In rooms where indoor ceiling fans are used, ensure the blade moves in a clockwise direction to create an updraft.
- If portable fans are used, limit the blowing of air across people and surfaces by positioning them to provide an upward movement of air.

Download and Print Posters for your Workplace

[Physical Distancing](#)

[Face Covering Required](#)

[COVID-19 - Cover Your Cough](#)

[Wash Your Hands Poster](#)

[Visitor Screening Sign](#)

Other Resources

[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](#)

Southwestern Public Health

1-800-922-0096

www.swpublichealth.ca

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More Information

As information changes frequently, please visit www.swpublichealth.ca to stay up to date.