

COVID-19 Public Health Guidelines: Personal Service Settings

Updated November 24, 2020

This document provides guidance for operators of personal service settings, including home-based services, to ensure employee and patron safety. This document does not replace guidance from the Province, including Ontario's [COVID-19 Response Framework: Keeping Ontario Safe and Open](#), [O. Reg. 364/20](#) (regulations for Prevent, Protect and Restrict levels), [O. Reg. 263/20](#) (regulations for the Control level) and [O. Reg. 82/20](#) (regulations for the Lockdown level).

Personal service settings in Halton Region such as hair salons and barbershops, manicure and pedicure salons, aesthetician services, piercing services, tanning salons, and tattoo studios are permitted to operate, provided they comply with the requirements under the [Ontario Personal Service Settings Regulation 136/18, Consolidated By-law 47-20](#), Ontario's [COVID-19 Response Framework: Keeping Ontario Safe and Open](#) and guidance from Halton Region Public Health. Regulated Health Sector Professionals who provide services must also comply with Ontario's [COVID-19 Operational Requirements: Health Sector Restart, Directive #2](#).

COVID-19 Transmission

COVID-19 is spread mainly from person-to-person through the respiratory droplets of someone with COVID-19. The respiratory droplets can travel up to two metres (six feet) through coughing, sneezing or talking. COVID-19 can also be transmitted when a person touches a surface or object that has the virus on it and then touches their mouth, nose, or eyes.

COVID-19 Response Framework Requirements

Ontario's [COVID-19 Response Framework: Keeping Ontario Safe and Open](#) outlines a graduated approach that allows for public health measures to be introduced and removed incrementally. Each region is placed in one of five levels: Prevent (green), Protect (yellow), Restrict (orange), Control (red) and Lockdown (grey) by the provincial government, based on defined criteria. Residents, businesses and organizations must follow the public health measures for their region's level. See [O. Reg. 364/20](#) (regulations for Prevent, Protect and Restrict levels), [O. Reg. 263/20](#) (regulations for the Control level) and [O. Reg. 82/20](#) (regulations for the Lockdown level) for details about the public health measures. Visit halton.ca/COVID19 for updates on Halton Region's level.

Please note: The measures are cumulative. For example, if a public health unit region is placed in the Restrict level, in addition to the Restrict measures, the measures for lower levels (Protect and Prevent) must also be followed.

First Level: PREVENT

- Oxygen bars, steam rooms, saunas and whirlpools are closed.
- Non-medical masks or face coverings are required by all staff and patrons.
- All staff must be screened before coming to work using the Provincial [screening tool for workplaces](#).

Second Level: PROTECT

Measures from previous level and:

- Require contact information from all patrons.
- A [safety plan](#) must be available upon request.

Third Level: RESTRICT

Measures from previous level and:

- Services that require the removal of a non-medical mask or face-covering are prohibited.
- Change rooms and showers must be closed.
- Bath houses, other adult venues, hot tubs, floating pools and sensory deprivation pools must be closed, with some exceptions.
- All patrons must be screened before entering.

Fourth Level: CONTROL

Measure from previous level and:

- Services that require the removal of a non-medical mask or face-covering continue to be prohibited.

Fifth Level: LOCKDOWN

All personal service settings are **closed**.

Additional COVID-19 Public Health Measures

The following COVID-19 Public Health Measures are recommended by Halton Region Public Health and should be considered in all levels of Ontario's [COVID-19 Response Framework: Keeping Ontario Safe and Open](#).

Appointments and Patron Education

- Encourage patrons to book appointments online or by phone and avoid walk-in services.
 - Post signage outside the premises advising walk-in patrons to call from outside the premises to make an appointment.
- Leave a gap between appointment times to ensure workstations can be properly cleaned and disinfected.
- Display [posters](#) at the entrance informing customers that they should only enter the premises if they do not have COVID-19 symptoms.
- If feasible or when required:
 - Screen patrons for [symptoms](#) of COVID-19 when booking appointments and advise them that they cannot visit if they have COVID-19 symptoms or have been advised to self-isolate.
 - Record each patron's name and contact information to assist with contact tracing if needed.
- Encourage patrons not to bring guests, including children, unless they also have an appointment.
- Use various channels (for example, voicemail, email, social media and website) to inform customers of business operations during COVID-19.
- Develop a flexible cancellation policy so that patrons do not attend if they are ill.

Keep hands and surfaces clean

- Post [signage](#) to encourage people to wash hands upon entering for at least 15 seconds with soap and water or alcohol based (60-90% alcohol) hand rub. Washing with soap and water is preferred if hands are visibly dirty.
- Provide adequate hand hygiene supplies including alcohol-based (60-90% alcohol) hand rub at entrances, exits and workstations.
- Provide tissues and no-touch waste receptacles to encourage respiratory etiquette.
- Clean and disinfect workstations between patrons and staff. Only use disinfectants that are [approved by Health Canada](#), deemed effective against COVID-19 and viruses with a Drug Identification number (DIN), and check the expiry date.

- Avoid sharing products or tools between workstations. If sharing is required, clean and disinfect products and tools between users.
- Conduct frequent cleaning and disinfection of all high touch surfaces and common areas, at least twice per day or as often as necessary, including:
 - door handles, light switches, faucets, restrooms, railings, phones, computers, cash register and credit card machine.
- Where towels are normally used, ensure clean towels are provided to each patron. Launder towels after each use, using the warmest possible setting and dry thoroughly.
- Refer to [COVID-19 Public Health Guidelines: Public Washrooms](#) for further guidance on safely maintaining washrooms used by the public.
- Continue to clean and disinfect/sterilize items as indicated in the [Personal Services Setting Regulation 136/18](#). This includes tools, equipment, shampoo bowls, manicure tables, chairs, workstations and other products, after every use.

Maximize physical distancing

- Ensure that a minimum distance of two metres (six feet) is kept between all people as much as possible.
 - Consider posting signage at the entrance indicating the maximum number of patrons in the premises at a time.
 - Consider using floor markings and [physical distancing signage](#).
 - If waiting areas are not large enough to maintain physical distancing, instruct patrons to wait outside of the premises until called in for their scheduled appointment.
- In order to encourage physical distancing among staff:
 - Stagger work schedules, breaks and meal times.
 - Reconfigure breakrooms and eating areas to ensure staff can maintain appropriate physical distancing.
 - Place workstations and equipment at least two metres (six feet) apart, or ensure cleanable barriers/dividers (e.g. Plexiglas) are used when physical distancing cannot be maintained. Ensure these barriers are adequate in height to protect both staff and patrons.

Reduce physical contact

- Only use equipment that can be cleaned and disinfected, or disposed of, between patrons.
- If gloves are worn, change and discard after each patron and practice hand hygiene.
- Do not provide food or beverages to patrons.
- Ensure magazines, brochures, service menu, decor and other high-touch non-essential items are removed.
- Avoid using items that are not necessary for the delivery of the service.
- Limit the handling of retail products, including nail polish selection for manicures and pedicures, and hair products in hair salons.
- Encourage the use of contactless payments whenever possible. If handling cash, use alcohol-based hand rub after each transaction and avoid touching your face.

Wear a non-medical mask

- Patrons and staff must wear a non-medical mask at all times when receiving personal care services, except while receiving services that tend to an area of their face that would be covered by a mask, when this type of service is permitted.
- Staff who are within two metres (six feet) of a patron who is not wearing a mask should wear eye protection in addition to a mask.

Occupational health and safety

- Use the provincial [screening tool for workplaces](#) to actively screen staff before each shift. If a staff member screens positive and/or if they develop [symptoms](#), direct them to:
 - return or stay home;
 - contact their health care provider or book an appointment at a local [Assessment Centre](#) for testing; and
 - [self-isolate](#) at home.
- Ensure [appropriate personal protective equipment](#) is available on-site for staff at all times and all staff are trained on [proper use](#).
- Ensure procedures are in place for staff screening and steps to take if staff experience symptoms of [COVID-19](#).
- Maintain flexible policies to allow people to stay home to care for a sick family member or self-isolate.
- Educate staff on public health measures to prevent the spread of COVID-19, including physical distancing, proper and frequent hand hygiene, respiratory etiquette, and cleaning and disinfection.
- Advise staff to launder their clothing after each shift. A protective cover can be worn over their clothing and laundered after each shift.

Service specific guidelines

Hair salon and barber shops

- Shampooing is permitted as long as a face covering or non-medical mask is worn by both the patron and the service provider.
- If mask ear straps need to be lifted or manipulated to adequately perform the service, the service provider must not manipulate the front of the mask and must immediately perform hand hygiene.
- Only use hair dryers if all patrons and staff in the business are wearing a mask. Try to limit use of the hair dryer, especially near the face.
- Use clean towels to remove cut hair, rather than a brush.
- Use a clean cape for each patron. Clean and disinfect capes between patrons.

Tattooing and body piercing

- Advise patrons that all consultations for a tattoo or body piercing must be done online before coming to the studio. Make appointments only for providing the service.

Manicures and Pedicures

- Employees must change gloves and discard them immediately after providing a service, and hands must be cleaned when a task is changed (e.g. from manicures to aesthetic services), after every patron, or more often as necessary.
- Items that are not necessary for the delivery of the service should not be provided (e.g. hot towels).
- Patrons are required to wash their hands or use alcohol based hand rub before a manicure.
- Patrons are not permitted to touch/handle retail supplies, such as nail polish, when selecting colours.
- All patrons and staff must be wearing a mask when nail dryers are in use.
- Nail dryers must be thoroughly cleaned and disinfected between each patron, ensuring appropriate contact time of the disinfectant.

Additional resources

- Government of Ontario
 - [Ontario Regulation 364/20](#): Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (Rules for Areas in Stage 3).
 - [Ontario Regulation 263/20](#): Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (Rules for Areas in Stage 2).
 - [Ontario Regulation 82/20](#): Reopening Ontario (A Flexible Response to COVID-19) Act, 2020 (Rules for Areas in Stage 1).
- Workplace Safety & Prevention Services
 - [Guidance on Health and Safety for Personal Service Settings During COVID-19](#)

More information

Operators who need support finding personal protective equipment can contact the [provincial government](#) for further information at 1-888-777-0554. For more information, visit our website at www.halton.ca/COVID19 or call us at 311.