

COVID-19 Public Health Guidance: Personal Service Settings

Updated September 17, 2021

This document outlines guidance for owners of personal care service settings such as hair salons and barbershops, manicure and pedicure salons, aesthetician services, piercing services, tanning salons, and tattoo studios, to reduce the risk of transmission of COVID-19. It does not replace guidance from the Province. This document is for information purposes only, and shall not be construed as legal advice.

Provincial Roadmap to Reopen at a glance

On July 16, Ontario moved into Step 3 of the [Roadmap to Reopen](#). Residents, organizations, and businesses must abide by the public health measures for Step 3. See [O. Reg. 364/20, Schedules 1, 2 and 3](#), for regulations for Step 3. The Chief Medical Officer of Health and other health experts will continue to monitor the data to determine when it is safe to exit the Roadmap.

Below are some of the activities that may apply to personal service settings. For specific questions about COVID-19 provincial regulations, please contact the **Stop the Spread Business Information Line** at 1-888-444-3659.

Step 3

- Open with capacity limited to the number of people that can maintain physical distancing of 2 metres, including:
 - Hair salons and barbershops
 - Manicure and pedicure salons
 - Aesthetician services, piercing services, tanning salons, and spas
 - Tattoo studios
 - Sensory deprivation pods
 - Other personal care services relating to the hair or body
- Services that require removal of face covering are permitted and appointments are still required
- Oxygen bars closed

Ontario's enhanced COVID-19 vaccine certificate

Starting September 22, 2021, the provincial government will require certain businesses and settings to obtain proof of vaccination from customers/patrons. For more information refer to the [Proof of Vaccination Guidance for Businesses and Organizations](#).

Instructions for workplaces from Halton Region's Medical Officer of Health

Halton Region's Medical Officer of Health (MOH) issued [amended Instructions to businesses and organizations](#) to help keep staff and customers/patrons safe. The instructions take effect at 12:01 a.m. on **Friday, September 10, 2021**. They combine key existing requirements from the Province and Halton Region Public Health, with some new requirements. **Compliance with these instructions is mandatory.**

Workplace vaccination

Workplace vaccination policy

To reduce COVID-19 transmission in the workplace, Halton Region's MOH recommends all local employers have a [workplace COVID-19 vaccination policy](#). For workplaces with more than 100 workers physically present, Halton Region Public Health requires mandatory [COVID-19 safety plans](#) and vaccination policies in place by September 22, 2021.

Encourage everyone to get a COVID-19 vaccine

Getting vaccinated is one of the ways to stop the spread of COVID-19. Here are some ways you can support vaccination at your workplace:

- Develop a [workplace COVID-19 vaccination policy](#)
- Ensure employees are aware that everyone in Canada is eligible to receive a vaccine for free. Proof of identity is required but a health card is not required for vaccination.
- Share [COVID-19 vaccine resources](#), with staff, available in multiple languages

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 steps of Ontario's [Roadmap to Reopen](#).

Appointments and patron education

- Patrons must 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.
- The [instructions for workplaces](#), require the name and contact information of every customer/patron who enters the workplace be recorded and should include:
 - First and last name, municipality of residence, email address and telephone number; and
 - Attendance details: date; arrival time; and departure time (recorded on departure).
 - All information must be stored and destroyed in a secure manner.
- Name and contact information must be kept for at least one month and provided by email or fax to Halton Region Public Health within two (2) hours of a request.
- Do not allow patrons to bring guests, including children, unless they also have an appointment. Some exceptions apply (single caregiver accompanying an individual receiving services, or a single child of such individual).
- Use various ways (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.

Maximize physical distancing and reduce physical contact

- Ensure that a minimum distance of two meters (six feet) is kept between all people as much as possible.
 - Post signage at the entrance indicating the maximum number of patrons allowed inside 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 meters (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.
- Do not provide food or beverages to patrons.
- 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 an alcohol-based hand rub (60-90% alcohol) after each transaction and avoid touching your face.

Wear a mask and use personal protective equipment (PPE)

- [Consolidated By-law 47-20](#) requires individuals to wear a mask in indoor workplaces and public spaces, unless exempt.
- Workers are recommended to wear a mask when they cannot maintain physical distance of 2 metres (six feet) and cannot be separated by Plexiglass or a barrier.
- PPE (surgical/procedure mask and eye protection i.e. goggles or face shield) is required to be worn by workers when a distance of 2 metres (six feet) cannot be maintained from another person not wearing a mask indoors and cannot be separated by Plexiglass or a barrier.
- Masks can be removed when eating or drinking but individuals must maintain distancing of two metres (six feet) between them.
- Remind clients, volunteers and staff that masks do not replace other important public health measures, such as screening, physical distancing, washing hands frequently, coughing and sneezing into a tissue or sleeve and staying home when 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 to use an 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.
- Gloves do not replace the need for hand hygiene. If gloves are worn, change and discard after each patron and perform hand hygiene.
- Clean and disinfect workstations and items between patrons and staff as indicated in [Personal Services Setting Regulation 136/18](#). Only use disinfectants that are [approved by Health Canada](#), deemed effective against COVID-19 and other viruses, and have a Drug Identification number (DIN).
- Only use equipment that can be cleaned and disinfected, or disposed of, between patrons.
- 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 registers and credit card machines.

Keep staff and volunteers safe

- Provide tissues and no-touch garbage cans.
- Avoid sharing products or tools between workstations. If sharing is required, clean and disinfect products and tools between users.
- Where towels are normally used, ensure clean towels are provided to each patron. Launder towels after each use, using the hottest possible setting and dry thoroughly.
- Refer to [COVID-19 Public Health Guidelines: Public Washrooms](#) for guidance on safely maintaining washrooms used by the public.
- Remove non-essential items that cannot be disinfected (magazines, brochures and menus).

- Advise staff to launder their clothing after each shift. A protective cover can be worn over their clothing and laundered after each shift.
- A [safety plan](#) must be available upon request.
- COVID-19 pandemic has affected us all in many different ways. This page lists supports available across Halton that may be helpful [Mental Health Resources and Supports](#)

Service-specific guidelines

For service specific guidelines, follow the [guidance on Health and Safety for Personal Service Settings During COVID-19](#).

Hair salons and barber shops

- If mask ear straps need to be lifted or manipulated to adequately perform the service, the service provider must not touch the front of the mask and must immediately perform hand hygiene.
- Use clean towels to remove cut hair, rather than a brush.
- Use a clean cape for each patron. Clean and disinfect capes between patrons.

Premises that offers invasive personal services

- Advise patrons that all consultations for any invasive services such as tattoo, body piercing, etc. 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 (60-90% alcohol) before a manicure.
- Limit handling of retail supplies, such as nail polish, when selecting colours.
- Nail dryers must be thoroughly cleaned and disinfected between each patron, ensuring appropriate contact time of the disinfectant.

Additional resources

- Halton Region Public Health:
 - [Cleaning practices to prevent the spread of COVID-19](#)
 - [COVID-19 Public Health Guidelines: Public Washrooms](#)
 - [Instructions for workplaces from Halton Region's Medical Officer of Health](#)
 - [Mental Health Resources and Supports](#)
- Government of Ontario
 - [COVID-19 Workplace Safety Plan Guidance](#)
 - Operators who need support finding personal protective equipment can contact the [provincial government](#) for further information.
- Workplace Safety & Prevention Services
 - [Psychological Safety Resources for Leaders During COVID-19](#)