

# Guidelines for Personal Service Settings



## Operator Information: Stage 3

July 31, 2020

The Ontario government has provided a [Framework for Reopening our Province](#). Peel Public Health is committed to supporting local personal service settings to safely reopen in line with the Framework. Personal service settings (PSS) include hairstyling and barbering, tattooing, micropigmentation, ear and body piercing, electrolysis, nail salons, and aesthetic services.

The first step to control risks in a workplace is to identify them. For COVID-19, the risks are related to how the virus spreads.

COVID-19 can be spread at the workplace in two main ways:

- person to person, especially by people who are in close contact
- by surfaces or objects that are contaminated and then people touch their face with contaminated hands.

Note: It is possible for COVID-19 to be spread by people who do not appear to have any symptoms. Act as if everyone is infected when setting up public health measures in your business.

**This guidance document is not a legal document. For legal information, owners and operators are advised to seek legal advice.**

Anyone who operates a personal service setting must continue to comply with the requirements of Ontario Regulation 136/18 [Ontario Regulation 136/18 Personal Service Settings](#) in addition to any public health guidance. The [Occupational Health and Safety Act](#) states that all employers must take every reasonable precaution to protect the health and safety of workers which includes protecting workers from hazards posed by infectious diseases such as COVID-19

Create a plan for the re-opening your premises. Ontario has developed a [tool](#) (including a Word template) to help assist you in getting your business ready for reopening.

## To further reduce the risk of spreading COVID-19, we are recommending the following:

<p><b>Openings Include:</b></p>	<ul style="list-style-type: none"> <li>• hair salons, barber shops, hair services (including barber shops, hair salons, hairdressers/stylists, colour consulting services, scalp treatment services, hair weaving services, and hair replacement services)</li> <li>• beauty salons, shops and parlours (including beauticians, estheticians, cosmetology shops or salons, manicure and pedicure salons)</li> <li>• hair removal services</li> <li>• piercing services</li> <li>• day spas</li> <li>• tanning salons</li> <li>• tattoo studios</li> <li>• Services that tend to a customer’s face (e.g. facials, ear piercing, eyebrow grooming, eyelash extension, microblading and micropigmentation).</li> <li>• Oxygen bars, bath houses, steam rooms and saunas are not yet permitted to open.</li> </ul>
<p><b>Before Re-opening your facility</b></p>	<ul style="list-style-type: none"> <li>• Many buildings that have been unoccupied for some time have had reduced or no water flow through the plumbing system during the pandemic, leading to the stagnation of water in the pipes. Prior to re-opening, each site needs to ensure that fresh water replaces the stagnant water in the water lines.</li> <li>• Standing water can cause conditions that increase the risk of the growth and spread of Legionella and other biofilm-associated bacteria. Stagnant water can also impact disinfectant levels.</li> <li>• Access <a href="#">guidance</a> from Public Works on safely reopening a facility’s drinking water and wastewater systems, and other related maintenance.</li> </ul>
<p><b>Staff Health and Safety</b></p>	<ul style="list-style-type: none"> <li>• Employers need to communicate and train staff on possible COVID-19 transmission points in the workplace, what steps are being taken to protect them, and how they can <a href="#">protect themselves</a>.</li> <li>• Review the <a href="#">Core Four</a> steps with all staff:             <ol style="list-style-type: none"> <li>1. Stay apart: Maintain 2 metres distance from everyone outside of your social circle</li> <li>2. Lather up: Wash your hands often with soap and water or use hand sanitizer</li> <li>3. Mask up: Wear a non-medical mask where maintaining physical distancing is difficult and where masks are mandatory</li> <li>4. Get tested: If you think you might have COVID-19 or have been exposed to it.</li> </ol> </li> <li>• Educate staff on proper hand hygiene and personal protective equipment.</li> <li>• Ensure all staff are <a href="#">screened</a> for COVID-19 before each shift.</li> <li>• Staff who are ill should not be at work</li> <li>• Remind staff about the importance of reporting illness to their supervisor/manager.</li> <li>• If staff become sick with <a href="#">COVID-19 symptoms</a>, while at work, they should go home right away and self-isolate. Instruct staff to call Telehealth or their health care provider or go to an <a href="#">Assessment Centre to get tested</a>.</li> </ul>
<p><b>Hand Hygiene and Personal Protective Equipment</b></p>	<ul style="list-style-type: none"> <li>• Workers must wear appropriate PPE.</li> <li>• Post <a href="#">handwashing</a> and <a href="#">mask signage</a> at the entrance and throughout the premises.</li> <li>• Wash hands with liquid soap and warm water for at least 20 seconds frequently, upon arrival to the setting, before and after the handling of personal protective equipment, after each client interaction, after using the washroom and before eating.</li> </ul>

<b>Hand Hygiene and Personal Protective Equipment</b>	<ul style="list-style-type: none"> <li>• Properly dispose of personal protective equipment into a lined garbage bin.</li> <li>• If staff use gloves, it is important to change gloves when changing tasks, after every client, or more often, as necessary. Wearing gloves does not substitute hand washing.</li> <li>• When gloves are removed, new gloves must be used each time. Wash hands with soap and water for 20 seconds before putting on and after taking off gloves.</li> <li>• If goggles and face shields are used, they should be labeled to the assigned staff and disinfected routinely.</li> </ul>
<b>Face Coverings</b>	<ul style="list-style-type: none"> <li>• The use of <u>non-medical masks</u> or face coverings are required in all indoor public spaces. Operators are required to develop a policy and protocols on the wearing of masks for staff and customers. Visit the website of your local municipality: <a href="#">Brampton</a>, <a href="#">Caledon</a>, and <a href="#">Mississauga</a> for information about the mandatory bylaw.</li> <li>• All staff must wear procedural masks while working directly with customers and consider wearing eye protection and aprons.</li> <li>• Face covers must be worn by staff and customers. <b>Customers must wear face coverings except while receiving services on an area of their face that would otherwise be covered by a face covering.</b></li> <li>• A policy must be in place for persons entering a commercial establishment if not wearing a non-medical face mask/face covering. Consideration must be taken for persons with exemptions and best efforts shall be made to only allow entry to persons wearing a nonmedical mask or face covering.</li> <li>• Provide disposable masks for customers who have not brought their own.</li> <li>• Not all staff or customers will be able to tolerate a mask. Alternative ways to provide service to these individuals should be considered. For example, providing service at the end of the day, with no other customers in the location, and keeping a six feet physical distance as much as possible.</li> <li>• Staff should not share personal protective equipment (mask, gloves, goggles, face shields).</li> <li>• Please refer to specific guidance from <a href="#">Peel Public Health</a>.</li> <li>• Visit the website of your local municipality: <a href="#">Brampton</a>, <a href="#">Caledon</a>, and <a href="#">Mississauga</a> for information about the mandatory mask bylaw.</li> </ul>
<b>Physical Distancing</b>	<ul style="list-style-type: none"> <li>• Take a walk through the premises/workplace to identify areas needing adjustments, to reduce the spread of COVID-19, based on public health requirements. .</li> <li>• Take measures to enable physical distancing between patrons, such as limiting the number of people who may be in the business at any one time.</li> <li>• Arrange workstations or use every other workstation to maintain two metres distance between customers and staff.</li> <li>• Install physical distancing markers throughout the reception area and other areas depending on the size of the premises, including the entrance area outside the premises if appropriate, to ensure customers maintain a physical distance of 2 meters.</li> <li>• Limit the number of staff working in one space so that they can distance themselves from each other by staggering shifts and break times to practise physical distancing. Post <u>staggering lunch breaks</u> poster in the lunch rooms.</li> <li>• Post <u>physical distancing</u> signs at all entrances, by cashiers or service counters.</li> </ul>

<b>Front Entrance</b>	<ul style="list-style-type: none"> <li>• Communicate to customers about the changes you have made to protect them against COVID-19, including posting <u>screening signage</u>, updating information on your website, social media and voice mail.</li> <li>• For premises with a receptionist, consider installing a physical barrier (for example, plexiglass) at the service counter</li> <li>• Where reception areas are not large enough to enable 2 metres of distancing, ask customers to wait outside or in vehicles and text or call customers when a chair or station is ready for them.</li> <li>• Modify the reception area for adequate physical distancing, including removing chairs and sofas if necessary.</li> <li>• Remove non-essential high-touch items like magazines and toys.</li> <li>• Use contactless payment and avoid cash payments where possible.</li> <li>• Post signage in your premises on the <u>Core Four</u> steps that staff and customers must follow, in addition to self screening and maintaining physical distancing. <u>Sample signage</u>.</li> <li>• Provide hand sanitizer for customers and staff to use as they enter and exit.</li> <li>• Do not offer food or beverages to customers.</li> <li>• Ask customers to avoid unnecessary handling of retail products. Do not provide “testers” or product samples. Place signs to ask for staff assistance with products on shelves.</li> </ul>
<b>Customer Screening and Scheduling Appointments</b>	<p><b>Customer Screening and Scheduling Appointments</b></p> <ul style="list-style-type: none"> <li>• Maintain records of staff and clients to support public health contact tracing efforts. Document customer name, date and time of visit, contact information.</li> <li>• Businesses should consider operating by appointment wherever possible.</li> <li>• Customers should book appointments online or by phone and avoid walk-in service.</li> <li>• Advise customers over the phone and online that they cannot visit if they are experiencing symptoms including cough, fever, shortness of breath that are not related to a pre-existing illness or health condition.</li> <li>• Offer to reschedule appointments for clients, when they are sick.</li> <li>• Consider adjusting or waiving cancellation fees for customers who cancel due to quarantine, isolation or illness.</li> <li>• Stagger appointment times to enable physical distancing between customers and staff.</li> <li>• Ensure there is enough time (e.g. 15 min) between appointments to properly clean and disinfect workstations and equipment after every customer.</li> <li>• Ask customers to attend appointments alone unless, necessary (e.g. a parent or guardian).</li> <li>• Ask customers not to arrive more than 5 minutes before their appointment.</li> </ul>

<b>Providing Personal Service to Clients</b>	<ul style="list-style-type: none"> <li>• Provide products and tools that are dedicated to only one staff member and avoid sharing.</li> <li>• Provide hand sanitizer in the service area.</li> <li>• Prior to the start of a service ensure customers and staff wear a mask and wash their hands with soap and water or use hand sanitizer.</li> <li>• Discard single-use items, including gloves and masks, immediately after use to reduce the risk of contamination.</li> <li>• Clean and disinfect all re-usable instruments and equipment at the end of the service.</li> </ul>
<b>Laundry</b>	<ul style="list-style-type: none"> <li>• Place dirty towels and linens in a lined laundry bin for washing with hot water and detergent using a washing machine. Dryers should be used as the heat further kills any viruses.</li> <li>• Sanitize laundry baskets or reusable bags between uses. Do not use the same basket for dirty and clean towels/capes.</li> <li>• Use a clean cape for each client and consider using a disposable barrier between the client and their skin. Clean and disinfect/laundry capes between clients.</li> <li>• Use a clean towel, not a neck brush as it is difficult to clean and disinfect, to remove loose hair.</li> </ul>
<b>Cleaning and Disinfection</b>	<ul style="list-style-type: none"> <li>• Cleaning and disinfecting or sterilization of items should continue as indicated in the <a href="#">Personal Service Settings Regulation 136/18</a>, including reusable tools, instruments, equipment, shampoo bowls, manicure tables, chairs, workstations, etc., and other reusable equipment after every use. Refer to <a href="#">cleaning and disinfection of reusable equipment</a> poster.</li> <li>• Regularly clean and disinfect high touch surfaces and common areas such as door handles, counters, cabinet doors, light switches, faucets, handrails, chairs, payment devices and washrooms.</li> <li>• Clean and disinfect worksurfaces between customers and staff.</li> <li>• Commonly used cleaners and disinfectants are effective against COVID-19. Chlorine bleach solutions may be used if appropriate for the surface/equipment. Refer to <a href="#">disinfection solutions using household bleach</a> poster.</li> <li>• Use only disinfectants that have a Drug Identification Number (DIN) that confirms it is approved for use in Canada. Check product expiry dates and always follow the manufacturer instructions for use. Particular attention should be paid to contact time, dilution, material compatibility, shelf-life, storage, first aid, and use of personal protective equipment. Health Canada has developed the following list of hard surface <a href="#">disinfectants for use against COVID-19</a>.</li> </ul>

# Resources

Visit our [website](#) for up to date COVID-19 information.

[Indoor Mask Use in Peel](#)

Mask By-laws [Brampton](#), [Caledon](#), and [Mississauga](#) for information about the mandatory bylaw.

[Core Four](#)

We've created COVID-19 related documents, posters and other resources that you can share with your employees or staff. [Access our resources](#).

We also have [translated resources](#) in different languages.

If you have any additional questions about these recommendations and what is required of you, please contact the Region of Peel – Public Health at: 905-799-7700 or by email at: [peelhealth@peelregion.ca](mailto:peelhealth@peelregion.ca)

For more information, please refer to the following resources:

## Ministry of Health Resources

- [O.Reg 263/20 \*\*ontario.ca/laws/regulation/200263\*\*](#)
- [Ontario Ministry of Health – Covid19 Guidance document for Food Premises](#)
- [Ontario Ministry of Health – Cleaning and Disinfection for Public Settings](#)

## Government of Ontario

- [Ministry of Health COVID-19 Guidance: Essential Workplaces](#)
- [Province of Ontario Guidance to Prevent COVID-19 in the Workplace](#)
- [A Framework for Reopening our Province](#)
- [Ministry of Labour, Training and Skills Development: List of COVID-19 Guidance for Sectors: Personal Services](#)

Operators who need support finding personal protective equipment can contact the provincial government for further information at [covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus](https://www.covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus) or 1-888-777-0554

Notes: Portions of this document were adapted from guidance published by Toronto Public Health

The information in this document is current as of July 31, 2020

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For more information visit [peelregion.ca/coronavirus](https://peelregion.ca/coronavirus)

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