

Close contact services and facilities cover a wide range of activities including, but not limited to; waxing salons, body art and tattoo facilities, massage therapy facilities, barber shops, hair salons, nail salons, and cosmetic services. The delivery of these services requires direct or close physical contact with customers.

Close contact services should develop a plan for reopening. Although plans do not need to be submitted for review or approval, they must be in compliance with existing and applicable licensing requirements and should be made available upon request.

CLOSE CONTACT SERVICES SHOULD USE THE FOLLOWING PROTOCOLS AS GUIDANCE FOR THEIR PLANS TO OPEN IN STAGE 2.

Waxing Salons, Body Art and Tattoo Facilities, and Massage Therapy Facilities

Maintain physical distancing of six feet between employees and workstations

- If services are not conducted in separate individual rooms, workstations must be kept six feet apart from one another
- Limit the number of employees and/or workstations to accommodate the six feet physical distancing

Suggested measures to protect employees

- Use disposable materials and supplies when feasible; if reusable supplies are utilized, follow the Centers for Disease Control and Prevention (CDC) guidelines for cleaning and disinfection
- Provide services by appointment only; no walk-in customers
- Post signs on the front door or window that states that any customer, who has a fever or other COVID-19 symptoms, must reschedule their appointment
- Ask clients about fever and symptoms before every client visit
- Limit the number of clients inside the business
 - o Clients remain outside of the business in their cars until their service provider is ready
 - o Waiting room or area is limited in seating to maintain six feet physical distancing

- Make sure employees wear face coverings and gloves (excluding massage in which case staff should sanitize and wash hands appropriately before and after each client) which will be changed and disposed of after every client.
 - o Protective eyewear may also be appropriate
 - o Employees should wash hands with soap and water for twenty seconds every time gloves are changed
- Monitor employee health by screening employees for fever and symptoms before every shift
 - o Check temperature with non-contact thermometer; if fever (temperature greater than 100.4°) or symptoms are present, employee should not work; if no fever, or symptoms are present, require workers to self-monitor and report onset of symptoms during their shift
- Establish a sick policy and train staff when they should stay home or when they should leave work due to illness
- Make sure a procedure is in place for contacting your local public health district if an employee is diagnosed with COVID-19

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CLOSE CONTACT SERVICES SHOULD USE THE FOLLOWING PROTOCOLS AS GUIDANCE FOR THEIR PLANS TO OPEN IN STAGE 2.

Suggested measures to protect clients

- Prohibit clients from sitting in waiting area or arrange seating six feet apart and remove all reading material and other items that would be considered high contact
- Limit each service provider to only one client at a time
- Limit each service room to only one client at any time
- Make sure employees wear face coverings and gloves
- Disinfect all equipment, chairs, and tables used by an employee or client
- Launder all towels, bedding and other non-disposable items after each client

Barber Shops, Hair Salons, Nail Salons and Cosmetic Services

Maintain physical distancing of six feet between employees and workstations

- If services are not conducted in individual rooms, workstations must be kept six feet apart from one another
- Limit the number of stations to accommodate the six feet physical distancing

Suggested measures to protect employees

- Use disposable materials and supplies when feasible; if reusable supplies are utilized (e.g. scissors, combs, etc.), follow the Centers for Disease Control and Prevention (CDC) guidelines for cleaning and disinfection
- Provide services by appointment only; no walk-in customers
- Post signs on the front door or window that states that any customer, who has a fever or other COVID-19 symptoms, must reschedule their appointment

- Ask clients about fever and symptoms before every client visit
- Limit the number of clients inside the business
 - o Clients remain outside of the business in their cars until their service provider is ready
- Limit the types of services (e.g. haircuts and neck shaves only for men, no eyelash extensions and other close facial contacts if no physical barrier is feasible, etc.)
- Make sure employees wear face coverings and gloves which will be changed and disposed after each client (excluding when stylists are cutting or washing hair, in which case staff sanitize and wash hands appropriately before and after each client)
 - o Protective eyewear may also be appropriate
 - o Employees should wash hands with soap and water for twenty seconds every time gloves are changed
- Monitor employee health by screening employees for fever and symptoms before every shift
 - o Check temperature with non-contact thermometer; if fever (temperature greater than 100.4°) or symptoms are present, employee should not work; if no fever, or symptoms are present, require workers to self-monitor and report onset of symptoms during their shift
- Establish a sick policy and train staff when they should stay home or when they should leave work due to illness
- Make sure a procedure is in place for contacting your local public health district if an employee is diagnosed with COVID-19

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CLOSE CONTACT SERVICES SHOULD USE THE FOLLOWING PROTOCOLS AS GUIDANCE FOR THEIR PLANS TO OPEN IN STAGE 2.

Suggested measures to protect clients

- Limit each service provider to only one client at a time
- Prohibit clients from sitting in waiting area or arrange seating six feet apart and remove all reading material and other items that would be considered high contact
- Limit clients to only one person in each service room at any time for those services provided in individual rooms
- Make sure employees wear face coverings and gloves
- Install sneeze guards between service provider and client at nail salons and between cashier and client, as feasible
- Disinfect all equipment (including capes, tools, etc.), chairs, and tables used by an employee and client
- Launder all towels, bedding and other non-disposable items after each client

On a case-by-case basis, include other practices appropriate for businesses to reduce exposures, such as requiring non-cash transactions, using observation personnel to make sure new procedures are followed, etc.

Resources:

- Centers for Disease Control and Prevention. Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19): <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- Centers for Disease Control and Prevention. Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplace, Businesses, Schools and Homes: <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>
- Centers for Disease Control and Prevention. Guidance on Disinfecting: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
- Environmental Protection Agency list of COVID-19 effective disinfectants: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>