



Phase One Reopening Guidance

Sector: Personal Services

Specific Guidance for Personal Services Providers:

Client Screening:

Providers are **required** to:

- Contact client prior to appointment and ask:
 - Have you had a cough?
 - Have you had a fever?
 - Have you had shortness of breath?
 - Have you been in close contact with anyone with these symptoms or anyone who has been diagnosed with COVID-19 in the past 14 days?
- Reschedule an appointment if client answers “yes” to any of the questions above until client’s symptoms (cough, fever and shortness of breath) have been resolved, and fever has been resolved without medication for at least 72 hours, or at least 14 days after contact with a person sick with cough, fever, or diagnosed COVID-19.
- Review [information about how COVID-19 is spread](#) from one person to another: namely, through coughing, sneezing, touching, or via objects touched by someone with the virus.
- Record client contact information, date and time of appointment and provider for each client. If there is a positive COVID-19 case associated with the business, public health may need the business to provide this information for a contact tracing investigation. Unless otherwise required, this information may be destroyed after 60 days from the appointment.

To the extent possible, providers should, but are not required to:

- Consider using touchless infrared thermometers to check temperature of each client who enters the business.
- Explain to any client who has a temperature above 100.3 degrees Fahrenheit that services cannot be provided, and the appointment will be rescheduled until at least 72 hours after fever and other symptoms have resolved without medication. If the client must wait for a ride home, provide a space where the client may self-isolate away from employees and other clients.

Operations:

Providers are **required** to:

- Immediately send home any employee with COVID-19 like symptoms (cough, fever, shortness of breath, etc.) and not allow the employee to return to work until at least 72 hours after fever and other symptoms have resolved without medication.
- Adhere to the requirements outlined in this guidance, as well as all applicable statutes and administrative rules to which the provider is normally subject.
- Determine, in cooperation with business management as necessary, the maximum occupancy of the business to maintain at least six (6) feet of physical distancing between clients and limit admittance accordingly.
- Limit the overall number of providers and clients in the business (including waiting areas) at any one time and focus on maintaining at least six (6) feet of physical distance between people in the facility except when required to provide services such as massage, haircuts, etc.
- Have clients wait in their car or outside to be contacted when the provider is ready for the appointment.
- Limit visits to scheduled appointments. Provide curbside pick-up arranged ahead of time for product purchases outside of scheduled service appointments.
- Assign one provider per client throughout the encounter.
- Ensure at least six (6) feet of physical distance between pairs of provider/clients. If necessary, use limited number of stations and stagger shifts to adhere to physical distance requirements. Maintain at least six (6) feet of distance between provider and client unless providing service that requires provider to be within six (6) feet of client.
- Post clear signs listing COVID-19 symptoms, asking employees and clients with symptoms to stay home, and who to contact if they need assistance.
- Remove all unnecessary items such as magazines, newspapers, service menus, and any other unnecessary items such as paper products, snacks, and beverages.
- Provide training, educational materials (available at healthoregon.org/coronavirus), and reinforcement on proper sanitation, handwashing, cough and sneeze etiquette, and using other protective equipment and measures to all employees.
- Ensure breakrooms are thoroughly cleaned and disinfected and that employees do not congregate in them.
- Thoroughly clean restroom facilities at least once daily and ensure adequate sanitary supplies (soap, toilet paper, hand sanitizer) throughout the day.
- Review and implement [General Guidance for Employers](#), as applicable.

To the extent possible, providers should, but are not required to:

- Consider using plastic covers for cloth-covered seating because they cannot be properly cleaned and disinfected.
- Consider discontinuing use of paper appointment books or cards and replace with electronic options.

- Limit the exchange of cash, and wash hands thoroughly after each transaction. Credit/debit it/debit transactions or other electronic means of payment are preferred, using touch/swipe/no signature technology.

Personal protective measures:

Providers are **required** to:

- Provide and wear cloth, paper or disposable face coverings when providing direct client services.
- Drape each client in a clean cape, if applicable, for the service. Businesses may consider using disposable capes for one-time use.
- Wear a clean smock with each client. Businesses may consider using disposable smocks/gowns for one-time use.
- Wash hands with soapy, warm water, for a minimum of 20 seconds between each client service.
- Request that clients wash hands with soapy, warm water, for a minimum of 20 seconds prior to receiving service.
- Wash hands after using the telephone, computer, cash register and/or credit card machine, and wipe these surfaces between each use.
- Ensure all sinks in the workplace have soap and paper towels available.
- Post handwashing signs in restrooms.

To the extent possible, providers should, but are not required to:

- Consider using touchless infrared thermometers to check temperature of each employee before their shift begins. Immediately send home any employee who has a temperature above 100.3 degrees Fahrenheit and do not allow the employee to return to work until at least 72 hours after fever and other symptoms have resolved without medication.
- Wear medical grade masks when providing services that require close contact (within 6 feet), such as in the case of a haircut, massage or pedicure.
- Wear face shields in addition to a face covering for face-to-face services, such as mustache trims and brow waxing.
- Provide employees medical grade masks and face shields if provider is requiring their use for certain services.
- Have clients wear cloth, paper or disposable face coverings, as appropriate for the service. Some services may not require the client to wear face covering; for example, a client does not need to wear a face covering when face-down on a massage table. Some services, such as mustache or beard trims, may require the cloth, paper or disposable face covering to be temporarily removed.
- Wear disposable gloves when providing client services and change gloves between each client.
- Ask clients to wash their own hair prior to arriving for their appointment.

- Avoid face-to-face contact within six (6) feet of clients.
- Change into clean clothes between clients if providing services that require extended close client contact such as massage therapy and tattoo artistry.
- Change into clean clothes before leaving the business each day.

Cleaning and Disinfection:

Providers are **required** to:

- Thoroughly clean and disinfect all areas of business prior to reopening after extended closure. Disinfect all surfaces, tools, and linens, even if they were cleaned before the business was closed.
- Use disinfectants that are Environmental Protection Agency (EPA)-registered and labeled as bactericidal, viricidal and fungicidal. No product will be labeled for COVID-19 yet, but many will have human coronavirus efficacy either on the label or available on their website. The EPA has a list of disinfectant products that meet EPA criteria for use against the virus that causes COVID-19. If in doubt of the product's effectiveness, check the EPA website.
- Mix and change disinfectant for immersion of tools daily and replace sooner if it becomes contaminated throughout the workday. Disinfectant only works on a clean surface, so clean all surfaces and tools with hot soapy water, other appropriate cleaner or cleaning wipes (if using wipes, be sure to cover surface thoroughly) before disinfecting.
- Observe contact time on the label so disinfectant will work. Contact time refers to how long the disinfectant is visibly wet on the surface, allowing it to thoroughly destroy pathogens. Typical contact time for immersion/sprays is ten (10) minutes, for disinfectant wipes, time is two (2) to four (4) minutes.
- Clean and disinfect all workstation and treatment room surfaces, including countertops, cabinets and doorknobs, chairs, head rests and arm rests. Clean and disinfect all reusable tools and store in airtight container. Clean and disinfect all appliances (including cords), shears, clippers, clipper guards, clippies, rollers, combs, brushes, rolling carts and any other items used to provide client services.
- Check to make sure all products at workstations, such as lotions, creams, waxes, scrubs, and any other similar supplies have always been in a closed container. If not, discard and replace. Remove and discard any products that could have been contaminated by unsanitary use and replace with new product.
- Clean and disinfect hard non-porous surfaces, glass, metal and plastic, including work areas, high-traffic areas, and commonly touched surfaces in both public and employee-only areas of the business.
- Only use porous/soft surfaces (such as cardboard files, buffers, drill bits, etc.) once and then discard because they cannot be disinfected.
- Launder all linens, blankets, towels, drapes, and smocks in hot soapy water and dry completely at the warmest temperature allowed. Store in an airtight cabinet after each client use. Store all used/dirty linens in an airtight container.

- Clean and disinfect all linen hampers and trash containers and only use a container that can be closed and use with liners that can be removed and discarded.
- Clean and disinfect all retail areas at least daily, including products. Try to keep clients from touching products that they do not plan to purchase.
- Provide hand sanitizer and tissues for employees and clients, if available.
- Clean and disinfect ALL restroom surfaces including floors, sinks, and toilet bowls. Store paper products in a closed cabinet and provide hand soap. Place trashcan by the door. Remove anything that does not have to be in the restrooms.
- Clean and disinfect all bowls, hoses, spray nozzles, foist handles, shampoo chairs and arm rests between each use. Wipe down all back-bar products and shelves. Discard and replace any products that have not been stored in a closed container prior to reopening after extended closure.
- Empty all wax pots and disinfect before refilling them with new wax prior to reopening after extended closure. Purchase new single-use applicators that can be disposed of in an airtight trash can. The airtight trash can must have a lid and be lined with a disposable plastic bag.

To the extent possible, providers should, but are not required to:

- Provide hand sanitizer at all work locations for employees and clients.

Additional Resources:

- [OHA Guidance for the General Public](#)
- [OHA General Guidance for Employers](#)

You can get this document free of charge in other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or OHA.ADAModifications@dhsosha.state.or.us.