



PERSONAL SERVICE SETTINGS CHECKLIST

SAFE RETURN TO BUSINESS



WINDSOR-ESSEX REGIONAL
Chamber of Commerce

For more detailed recommendations and links to additional helpful resources, please review the **"Safe Return to Business: A Public Health Toolkit for the Windsor-Essex Business Community"** document from the Windsor-Essex County Health Unit. *This checklist is meant to be a guide for businesses and should not take place of any legal advice or rules put in place by any governing body or legislation.*

Personal Service Settings include hair, barber, manicure and pedicure salons, esthetic clinics, tattoo parlours, and premises that provide ear, body piercing, electrolysis, micro-blading, and/or micro-pigmentation. Each personal service setting is unique and not all recommendations in this checklist may apply. For more information on personal service settings, refer to your profession-specific guidance or visit [WECHU's Personal Service Settings webpage](#).

Stay updated on the latest federal actions, current provincial restrictions, and local orders by visiting WECHU's [Restrictions & Guidance webpage](#) and visit WECHU's [Workplace Specific Webpage](#) to find other Safe Return to Business Checklists providing specific guidance to minimize the spread of COVID-19.

***This document is subject to change and is current as of August 12, 2020 (Stage 3)*

COMMUNICATION TO STAFF AND CUSTOMERS

- Inform customers about your re-opening timeline and changes to how your business will operate. Use as many methods of communication as possible, such as subscribed email lists, direct customer phone calls for urgent matters, social media, and your website.
- Encourage customers and staff to download the [COVID-19 Alert App](#) so that they may receive notifications if they were in close contact with someone who was tested positive for COVID-19.
- Post signage at entrances and throughout the building that clearly communicate procedures for physical distancing between staff and customers. This includes posters and floor markings, such as instructional tape/stickers that direct the flow of people or customers waiting for services, as well as any outdoor waiting areas. Examples of signage can be found in Appendix B in the [Toolkit](#) or the [Resources & Signage](#) section of the WECHU website.
- Displaying "[Stand Here](#)" and "[Do Not Enter...If You Are Sick](#)" signage can serve as important components of a broader communication strategy to minimize the risk of COVID-19 spread between employees, staff, and customers. The two signs noted above (i.e., floor sticker and

window cling) are available in English in limited supply by completing the “[Business Reopening Signage Order Form](#).”

- Post signage to communicate entry procedures such as [hand sanitizing, cough and sneeze etiquette](#), wearing of cloth masks, and/or screening for symptoms.
- Ensure employees are aware of common [COVID-19 symptoms](#) and instruct them to complete a daily [COVID-19 self-assessment](#) before reporting to work. Ensure customers and staff know to stay home if they are sick.
- Provide training to employees on effective [hand hygiene practices](#) and if required, the [proper way to put on and remove PPE](#) such as masks, face shields, gowns, and gloves.

POLICIES AND PROCEDURES

- Create policies and procedures that outline roles and responsibilities of the employer and the employee, including [cleaning and disinfection of the workplace](#), how workers can report signs of illnesses, how to handle potentially high levels of employee absenteeism, staff return to work after COVID-19 illness, and how work will be scheduled.
- Create a response plan to handle an employee or customer who becomes ill while at work or in your business.
- Decide which staff will be returning to work and what job function they will be assigned to. Consider staggered staff return dates and times to minimize large groups arriving at once.

HEALTH AND SAFETY CONSIDERATIONS

- Order an adequate supply of [approved](#) disinfecting solution or wipes, and an alcohol-based hand rub (hand sanitizer) with at minimum of 60% alcohol content, liquid hand soap, and paper towels. These should be easily accessible to employees.
- Print and display posters describing proper methods of hand washing and hand sanitizing.
- If a building has been shut down for an extended period of time, it is important to perform a general building inspection that includes:
 - Security system checks.
 - First aid supply checks.
 - Ensuring all tools and equipment are in good working order.
 - Discarding any expired or spoiled inventory.
 - Checking for evidence of pest/rodent infestation such as droppings.
 - Checking the HVAC system to ensure it is in good working order and replace filters if necessary.
 - Flushing all drinking water taps for at least 5 minutes.
 - Performing a deep cleaning and disinfection throughout the business.
- Complete any needed modifications in areas where there will be staff and/or customers, to assist with physical distancing and proper cleaning and disinfection. For example:

- Install Plexiglas barriers at check-outs and/or between workers who must work in close proximity to each other.
- Replacing fabric/plush furniture with hard surfaces that can be easily cleaned and disinfected.
- Providing additional garbage bins for safe disposal of used PPE, tissues, and paper towels.
- Choose your information sources wisely. Check the **WECHU website** regularly for updates and helpful resources and bookmark official municipal, provincial and federal government websites.
- If required, order **supplies** including disposable masks for customers and disposable or reusable masks for staff. Medical masks should not be used as these are being conserved for health care workers. Print and display posters describing **proper usage**.

SPECIFIED RESTRICTIONS

- Advise clients that all consultations for a tattoo or body piercing should be done online before coming to the studio. Appointments should be made for providing the service only.
- Services or businesses that tend to a customer's face such as facials, facial hair grooming, eyebrow grooming, and makeup are now permitted.
- Tattooing and piercing services on the face, neck, or ears are also now permitted.
- Oxygen bars, steam rooms, bathhouses, and saunas must continue to remain closed.
- Change rooms and showers for water amenities will be available to the public if operators have the ability to ensure physical distancing and adequately sanitize and disinfect the facilities.
- Employees and clients in Personal Service Settings are mandated to wear face coverings under the **class order** issued by Windsor-Essex County's Medical Officer of Health under the Health Protection and Promotion Act. Refer to **WECHU's 'Face Masks and Coverings'** webpage for more information about the requirements, restrictions, and future updates.
 - Staff must wear masks at all times and ensure that they follow **Health Canada's guidance** for wearing, cleaning, and disposing of non-medical masks and face coverings. If staff use gloves, it is important to change gloves when switching tasks and after attending to each patron or client. Wash hands before putting on and after removing gloves.
 - Consider the use of other personal protective equipment such as eye protection (e.g., face shields, visors, goggles). These items should be labelled with staff names and should not be shared. Wearing eye protection does not replace the requirement to wear masks.
 - Clients or patrons must also wear face coverings at all times, except for periods when they are receiving services on an area of their face that would otherwise be covered by a mask. Ask clients to bring their own face covering or provide disposable masks in your establishment.
 - If the customer is unable to tolerate the use of a face covering, staff should use additional PPE (e.g., face shields or eye goggles) in combination with their mask or face covering. In

these situations, consider having no other clients in your building at the same time, unless plexiglass or other barriers are installed to separate workstations.

OTHER REQUIREMENTS AND RECOMMENDATIONS

- Schedule a minimum of 15 minutes between clients to allow for cleaning and disinfection of the workstations.
- Maintain staff and client records to support public health contact tracing efforts. Do not allow clients to bring guests to the appointment, including children.
- Discourage walk-ins and consider requiring all customers to book an appointment in advance by phone or website to limit the number of people in the space at any given time.
- Where the reception area is small and a physical distance of two metres cannot be maintained between clients, eliminate the reception and waiting area. Clients should be encouraged to wait in vehicles or outside until it is time for their appointment. Ask the clients to call to see if it is safe to enter the building before entering for their appointment.
- Ensure workstations in use are separated by at least 2 metres.
- Consider moving shelves, furniture, or tables inside the salon to create space between staff and clients. Remove magazines and multi-use materials from waiting areas.
- Avoid distributing snacks, beverages, or testers of product samples to customers or clients.
- Where possible, switch to single-use items such as disposable capes, aprons and towels. If not possible, provide each client with clean items. Be sure to disinfect or launder re-usable items between clients. Items designed as single-use only MUST be discarded in a lined garbage bin after each use.
- Ensure disposable covers are discarded immediately after use and that chairs, headrests, armrests, squeeze bottles, are cleaned and disinfected between clients.
- Dirty towels and linens must be placed in a lined bin, washed in a washing machine with detergent and hot water, and dried in a dryer to kill as much virus as possible. Laundry baskets and re-usable bags should be sanitized each time and should not be used to store clean towels and capes.
- Clients are not permitted to touch multi-use supplies, such as nail polish, when selecting colours.
- Ensure proper cleaning and disinfection of reusable tools. Clean low-risk tools by brushing them vigorously with soap and warm water, disinfect with a low-level disinfectant and allow to air dry. Follow **proper cleaning and disinfection procedures** for tools that have a higher risk. Ensure you have at least two sets of tools and brushes so you can alternate tool sets in between cleaning and disinfecting.
- Contact your Public Health Inspector if you have any questions by calling 519-258-2146 ext. 4475.

RESOURCES

Allied Beauty Association (ABA)
COVID-19 Salon Re-Opening Information

Government of Ontario
A Framework for Reopening our Province: Stage 3

Workplace Safety & Prevention Services
Guidance on Health and Safety for Personal Services Settings During COVID-19