



Tip Sheet for Operating Outdoors: Personal Services
September 1, 2020

The following guidance was developed by the San Francisco Department of Public Health (SFDPH) based on recommendations from the US Centers for Disease Control and Prevention (CDC) and is posted at https://www.sfcdcp.org. This interim guidance may change as knowledge, community transmission, and availability of PPE and testing change.

AUDIENCE: Outdoor Personal service providers, including hair salons, barber shops, nail salons, massage (in a non-healthcare setting), estheticians, skin care, and cosmetology services.

BACKGROUND: On September 1, 2020, the Health Officer amended Appendix C-1 Additional Businesses Permitted to Operate and issued Directive No. 2020-23 to authorize Outdoor Personal Services beginning September 1. This document summarizes the main action items and includes Tips for outdoor spaces. All personal service providers must adhere to all state and local regulations.

The table below includes examples of services that may be performed outdoors and those that are prohibited. This list is not comprehensive. In accordance with the State, personal service providers may not perform any services that requires their customer to remove their face covering.

Table with 2 columns: Allowed and Not Allowed. Allowed services include Haircuts, Waxing and threading, Skin care that does not require the removal of one's face covering, Manicures and pedicures, and Massage (in a non-healthcare setting). Not Allowed services include Shampooing, All chemical hair series including, but not limited to permanent waving, relaxing, bleaching, tinting, coloring, dyeing, and straightening, and Electrolysis, tattooing, piercing, microblading, permanent make-up, and other forms of body art that are invasive and require a controlled hygienic environment.

Tips for Personal Services Establishments, Providers and Personnel

This Tip sheet is a summary. It is highly advised for Business Owners to read the Public Health Directive.

Review the following:

- Review the Tip Sheet for Safer Interactions During COVID-19 Pandemic, posted at www.sfcdcp.org/communicable-disease/diseases-a-z/covid19whatsnew/.
Provide approved disinfectants for uses against COVID-19.
All wastewater, hair clippings, and other waste must be disposed of properly. See the San Francisco Public Utilities Commission's (SFPU) water pollution prevention program guidance at Only Rain Down the Drain.
See the Cal/OSHA heat illness prevention page to establish a heat illness prevention plan.



### Plan your space

- Obtain all the necessary permits you need to operate your service, including permits to utilize any shared spaces.
- You may be able to use tents, canopies or other outdoor shelters that offer sun and wind protection. Ventilation is key to mitigating the spread of COVID-19. See below in Tips for Operating in Outdoor Spaces.
- If fans are used, take care not to aim the air flow from one customer to another or anyone coming within six feet of the establishment.
- Provide handwashing/hand sanitizing stations for both personnel and customers.
- Provide a non-porous chair or plastic basket or paper bag for client's clothing or belongings.

### Protect Personnel and customers

- Conduct wellness checks with everyone—providers, personnel and customers—upon arrival and before they enter the space. Consider setting up a digital form or questionnaire that allows your clients to answer prior to their scheduled appointment. Ask if they have had any COVID-19 symptoms within the past 24 hours.
- Consider using a touchless payment system.
- Personnel should wear a face covering at all time. Eye protection and/or gloves are required when performing specific services. Provide proper Personal Protection Equipment (PPE) for all personnel.

### Sanitation

- Review the directive for specific COVID-19 sanitation requirements.
- Follow all sanitation requirements specific to COVID-19 in addition to the usual requirements for your industry. All equipment must be properly disinfected between clients. This includes but is not limited to, chairs, tables, combs, brushes, scissors, etc.
- All linens must be washed between clients.
- Wash your hands frequently and between customers.
- If feasible, Personal Service Providers should consider changing their own clothes after each customer or wear scrubs or a clean, launderable or disposable smock.

### Scheduling

- Keep a list of your employees' schedules and appointments if needed for contact tracing.
- Schedule your clients accordingly. Allow for enough time between customers so workspaces and tools can be properly cleaned and disinfected.
- Pause strict cancellation policies to encourage sick customers to stay home. Customers who are experiencing COVID-19 symptoms must cancel or reschedule their appointment. See directive for further clarification.
- Customers must be allowed to reschedule due to symptoms of Covid-19 without charge.
- Consider servicing fewer customers each day or expanding operating hours to allow for more time between customers.



### **Tips for Customers**

- Try not to show up too early for your appointment. If you arrive early, consider taking a walk to prevent crowding.
- Always wear a face covering. Use a face covering with ear-loops to keep your mask from interfering with your services.
- You must cancel/reschedule your appointment if you have Covid-19 symptoms.
- Consider limiting the amount of time spent at personal care service appointments to decrease your exposure and the exposure of those around you.

### **Tips for Operating in Outdoor Spaces**

Services regulated by the California Board of Barbering and Cosmetology should only be performed in outdoor areas contiguous with or adjacent to a licensed establishment, consistent with state public health directives. The [Memorandum to the Board of Barbering and Cosmetology Licensees](#) contains more detailed description of which outdoor spaces may be used.

Examples of contiguous places include (with appropriate permits): sidewalk spaces in front of your business, parklets, parking lots next to your shop, rooftop decks, back patio.

- Outdoor space cannot be enclosed or partially enclosed on more than one side in a way that otherwise restricts normal airflow.
- Must be reasonably accessible by the licensee of the licensed establishment to enable the cleansing and disinfection of tools and personal protect equipment. For instance, can you carry a bowl or tub of water safely back into the shop for proper disposal?
- Keep a watchful eye on tripping hazards. Never plug an extension cord into another extension cord. Consider using cordless tools. Cords cannot be hung overhead by themselves unless supported by other means (e.g. attached to a cable). Any change in elevation to facilitate electrical on the ground must meet ADA standards.
- Offer sun protection. This is especially important on hot days. See the Cal/OSHA heat illness prevention page, link is below in resources.
- Outdoor spaces/shelters must obtain all proper permits from the:
  - San Francisco Fire department
  - San Francisco Public works
  - San Francisco's [Shared Spaces program](#)

For more information about setting up your outdoor space please visit San Francisco's Shared Spaces website at <https://sf.gov/shared-spaces>.

### **Special considerations for nail services and massage services**

[Cal/OSHA provides additional requirements and guidance](#) for massage services in non-healthcare settings and nail services, and includes the tips below.



## Massage Therapists (in non-healthcare settings)

- Ask client to clean hands with hand sanitizer prior to service.
- Facial massages are not permitted if it requires your client to remove their face covering.
- Barriers such as washable sheets and pillowcases are not a substitution for cleaning and disinfecting protocols. Massage tables and chairs must be properly disinfected between clients.
- Hand treatments should be provided as the last part of the massage and hands should be washed immediately upon finishing the massage.
- You **may** do outcalls if you have an [Outcall Massage Permit](#). All massages must happen outdoors. You may not perform massage services indoors at this time.

## Nail Services

- Ask client to clean hands with hand sanitizer prior to service.
- Portable tubs/bowls must be disinfected with an EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide. All water must be disposed of properly inside. Do not use the storm drain to dump any wastewater or other debris.
- Use disposable tools as much as you can. All disposable items should be thrown away in lined and lidded trash can.
- Do not allow clients to get multiple services at the same time, such as a manicure and pedicure.
- All providers must always wear a face covering or a respirator when required.
- All nail providers must wear disposable gloves during the service and while cleaning and disinfecting all tools and surfaces after each client.

## Frequently Asked Questions

### **Are gloves required?**

Esthetic, skin care, cosmetology and nail service providers are required to wear gloves throughout the service and while cleaning and disinfecting tools. If possible, have latex-free gloves on hand for both customers and staff with latex allergies. Wearing gloves is not a substitute for hand washing.

### **Can clients use the restroom indoors?**

Yes, your client may enter the premises to use the restroom only. They may not store their belongings indoors and services may not be provided indoors.

### **My Barber/Salon chair is too difficult to move in and out. Can I use any chair or stool?**

Keep safety and comfort in mind for both you and your client. All equipment should meet Cal/OSHA standards.

### **I usually bring my own tools/polish to my nail appointments; can I do that?**

No, not at this time.

### **Is it safe for me to get a massage or haircut?**

Any activity that brings you within six feet of individuals outside of your household carries an increased risk of COVID-19 transmission. You can decrease that risk by being vigilant in your personal hygiene, wearing a face covering and going to a service provider who also takes health and safety precautions seriously.



**Can I perform a service where the customer need remove their mask?**

Full facials, lip waxing, beard trims, or any service that requires your customer to remove their face covering are **not** permitted at this time.

**How do I contain hair clippings?**

Be a good neighbor. Take extra care to contain hair clippings to prevent the hair from blowing in the direction of your neighbor. Sweep or vacuum frequently. Hair clippings must be collected and kept in a covered container. Follow regular waste removal protocols.

**I'm a Business Owner. How do I make sure Personnel are not sick when they work?**

Please see SFDPH guidance on [Asking COVID-19 Screening Questions](#), posted at [www.sfdcp.org/screen](http://www.sfdcp.org/screen).

**What if a service provider or client tests positive for COVID-19?**

People may be able to transmit the virus 48 hours before they develop symptoms of COVID-19.

Please see SFDPH guidance [What to do if Someone at the Workplace Has COVID-19](#), posted at [www.sfdcp.org/covid19-positive-workplace](http://www.sfdcp.org/covid19-positive-workplace).

A list of Personnel and Clients from the Business will help SFDPH with contact tracing.

Resources

You can find printable resources in the [Covid-19 toolkit](#):

Cal/OSHA guidance:

- [Outdoor Personal Services](#) Guidance and [Personal Services](#) checklist
- [Outdoor Hair Salons and Barber shops](#) Guidance and [Hair Salons and Barber shops](#) checklist
- [Heat Illness Prevention Training Guide](#)

San Francisco Programs and Permits:

- [Shared Space Program](#)
- [Fire Department Permits](#)
- [Public Works Permits](#)
- [Outcall Massage Practitioner Permits](#)

**Mitigate the spread of COVID-19**

- Wear a face covering
- Practice social distancing by keeping six feet apart from people outside your household
- Clean your hands frequently