The Health Officer ordered suspensions or restrictions on capacity limits of the activities as shown in the Business Capacities and Activities Table. Suspended or restricted businesses may still engage in Minimum Basic Operations as defined in Health Officer Order C19-07. These suspensions or restrictions amend any related orders, directives, or guidance. All impacted people and entities are required to adhere to these new limits and must otherwise continue to monitor and comply with all applicable Health Orders and Directives.

Visit the Business Capacities and Activities Table

https://www.sfdph.org/dph/alerts/Business-and-Activities-Table.pdf
Tip Sheet for Operating Outdoors: Personal Services

UPDATED October 27, 2020

The following Tip Sheet 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 TIP sheet 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 October 27, 2020, the Health Officer issued Directive No. 2020-23b authorizing and providing guidance for Outdoor Personal Services and amended Appendix C-1 Additional Businesses Permitted to Operate. 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.

Primary changes from previous versions:

- This updated TIP Sheet provides best practices for Outdoor Personal Service Providers who offer services that require the removal of the client’s face covering, e.g., facials, hair removal, or beard trims.
- Requires providers to wear eye protection and an N95 respirator (commonly known as an N95 mask) while providing services that require the client to remove their face covering.
- Strongly recommends providers to wear eye protection when providing services that require the provider and client to be within three feet of each other for more than 15 minutes or when providing services that occur around the head and neck.
- Eye protection and other PPE can be obtained for free from the San Francisco Office of Economic and Workforce Development.
- Please follow these best practices to keep you, your clients and your personnel safer.

How Does COVID-19 Spread?

Our current understanding is that COVID-19 is mostly spread from person-to-person in the air through virus-containing droplets in the breath of someone with COVID-19. These droplets enter the air when a person exhales (breathes out), including when they talk, sing, cough, or sneeze. People with COVID-19 may have no symptoms at all and can still be breathing out virus-containing droplets.

- Larger droplets are sometimes called “ballistic droplets” because they travel in straight lines and are pulled down by gravity. People nearby, usually within 6 feet, are infected when they breathe in these droplets or if the droplets land in their eyes, nose, or mouth.
- Smaller droplets or infectious particles can float in the air for a period of time and/or travel beyond 6 feet on indoor air currents, especially in enclosed spaces with poor ventilation. People sharing the same space are infected when they breathe in these smaller droplets and particles or the droplets or particles land on their eyes, nose, or mouth – even if they are further than 6 feet
These droplets are sometimes referred to as “aerosols” or “bioaerosols”.

COVID-19 can also spread if a person touches their eyes, nose or mouth after touching a contaminated surface (also known as a fomite), however this is less common.

**Basic Covid-19 Prevention**

- **Wash your hands often with soap and water.** If soap and water are not available, use a hand sanitizer that contains at least 60% ethanol or 70% isopropanol.
- **Avoid Close Contact.** To the greatest extent, maintain at least six feet of social distancing between yourself and the people who don’t live in your Household.
- **Wear a Face Covering.** Cover your mouth and nose with a Face Covering in public settings and when around people who don’t live in your Household.
- ** Routinely clean and disinfect frequently touched surfaces.**

**Monitor Your Health Daily.** Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. If you are experiencing any of these symptoms, stay home.

**Flu vaccines**

Flu vaccines are critical in the fight against COVID-19 by (1) keeping workers and communities healthy and (2) reducing strain on our healthcare and testing systems that are responding to COVID-19. **Those over the age of 6 months are strongly encouraged to get a flu shot.** Find out how to get one at [www.sfcdcp.org/flu](http://www.sfcdcp.org/flu)

<table>
<thead>
<tr>
<th>Allowed - Outdoors</th>
<th>Not Allowed - Outdoors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Haircuts</td>
<td>Shampooing</td>
</tr>
<tr>
<td>Beard trims</td>
<td>All chemical hair series including, but not limited to permanent waving, relaxing, bleaching, tinting, coloring, dyeing, and straightening.</td>
</tr>
<tr>
<td>Facials</td>
<td>Electrolysis, tattooing, piercing, microblading, permanent make-up, and other forms of body art that are invasive and require a controlled hygienic environment.</td>
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<tr>
<td>Waxing and threading</td>
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<tr>
<td>Manicures and pedicures</td>
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<tr>
<td>Massage (in a non-healthcare setting)</td>
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The table above includes examples of services that may be performed outdoors and those that are prohibited. This list is not comprehensive.

**Tips for Outdoor 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](http://public-health.directive).

**Review the following:**

- Review the [Tip Sheet for Safer Interactions During COVID-19 Pandemic](http://tip-sheet).
- Provide approved disinfectants for uses against COVID-19.
Tips

• All wastewater, hair clippings, and other waste must be disposed of properly. See the San Francisco Public Utilities Commission’s (SFPUC) 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 structures 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.

Mandatory Signage Requirements

• Add all COVID-19 related signage as required by Sections 4.g and 4.h of the Stay-Safer-At-Home Order. Complete signage requirements are described in Directive 20-23b.
• The Outreach Toolkit includes printable resources including many of the signs required or suggested to open Personal Services. Signs about proper hygiene, social distancing, Face Coverings, health screening, the risks of indoor transmission, testing and getting vaccinated for the flu are all available.

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. Request cash customers bring exact payment.
• Personnel should wear a face covering at all time. Eye protection and/or gloves are required when performing specific services. Personnel are required to wear eye protection and an N95 masks when providing services that require the removal of the client’s face covering. 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 wearing 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.
- Under the current State guidance, Hair salons and barbers must only see customers by appointment only and must not allow walk-ins.
- Consider pausing 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.

**Contact Tracing**

- The San Francisco Department of Public Health, in partnership with community, including businesses helps identify those who have had close contact with anyone who has COVID-19. People can transmit the virus 48 hours before they develop symptoms. Some people never develop symptoms and can still transmit the virus. We can help prevent COVID-19 transmission by contact tracing which helps identify people who may have been exposed and helping them quarantine so they don’t inadvertently spread the disease. We do this whenever there is an outbreak of infectious diseases like measles, tuberculosis, and others to protect the community’s health.
- Help ensure the health of your personnel, clients and our community. Retain the attendance/schedules of all personnel at your organization for up to three weeks. It is recommended that organizations maintain a list of clients willing to voluntarily provide their name and contact information [or consent to retain their credit card information] for contact tracing purposes. Any lists should be discarded after three weeks. Patrons are not required to provide contact information.
- If Personnel or a client tests positive for COVID-19, the organization must assist the Department of Public Health in identifying other personnel or clients who may have been exposed.
- Cover your face, test early, and trace! Find out more at [https://covid19.ca.gov/contact-tracing](https://covid19.ca.gov/contact-tracing)

### Tips for Customers

- Try not to arrive 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.
- Refrain from unnecessary conversation if you are having a service done that requires the removal of your face covering.
- 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 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](https://sf.gov/shared-spaces) 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/structures must obtain all proper permits from the:
  - San Francisco [Fire Department](https://sf.gov/shared-spaces)
  - San Francisco [Department of Public Works](https://sf.gov/shared-spaces)
  - San Francisco’s [Shared Spaces program](https://sf.gov/shared-spaces)

For more information about setting up your outdoor space please visit San Francisco’s Shared Spaces website at [https://sf.gov/shared-spaces](https://sf.gov/shared-spaces).

**Additional requirements for providers offering services that require the removal of face coverings**

Personal services that require the client to remove their face covering are much riskier and therefore the personal service provider must take the following precautions:

- When providing services that require the client to remove their face covering, providers must wear eye protection such as a face shield or googles **and** a non-vented N95 mask.
- It is strongly recommended that providers wear eye protection when providing services to the head or neck area or if the provider is within three feet of the client for more than 15 minutes.
- Offer a tissue or towel to your client while their face covering is removed in case they need to sneeze or cough.

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

[Cal/OSHA provides additional requirements and guidance](https://sf.gov/shared-spaces) 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.
Tips

• 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.

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

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

Q. Can clients use the restroom indoors?
   A. Yes, your client may enter the premises to use the restroom.

Q. My Barber/Salon chair is too difficult to move in and out. Can I use any chair or stool?
   A. Keep safety and comfort in mind for both you and your client. All equipment should meet Cal/OSHA standards.

Q. I usually bring my own tools/polish to my nail appointments; can I do that?
   A. No, not at this time.

Q. Is it safe for me to get a massage or haircut?
   A. 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.

Q. Can I perform a service where the customer needs to remove their mask?
   A. Facials, face waxing, beard trims are permitted at this time. Providers are required to wear eye protection and an N95 respirator (mask).

Q. How do I contain hair clippings?
A. 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.

Q. I’m a Business Owner. How do I make sure Personnel are not sick when they work?
A. Please see SFDPH guidance on Asking COVID-19 Screening Questions, posted at www.sfcdcp.org/screen.

Q. What if a service provider or client tests positive for COVID-19?
A. People may be able to transmit the virus 48 hours before they develop symptoms of COVID-19. They may also transmit the virus even if they never develop symptoms.

Please see SFDPH guidance What to do if Someone at the Workplace Has COVID-19.

Providers should keep a list of Personnel and Clients, which 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