Tip Sheet for Operating Outdoors: Personal Services

UPDATED March 2, 2021

ALERT: Remain Cautious

In alignment with the State’s recommendations, San Francisco is reopening at the State’s Red Tier starting March 3, 2021. The decision to reopen balances the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

Even though COVID-19 case rates have come down, there remains a risk that people who you come into contact with may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. We also have confirmed there are new, more contagious virus variants in the San Francisco Bay Area and that some of these variants are more likely to cause serious illness and death in unvaccinated people. The opening of sectors does not necessarily signify that these activities are “safe.”

We have made our best efforts to create guidance to help these activities and sectors provide safer environments for workers and the public. However, this requires that everyone do their part to make these activities as safe as possible, including wearing masks that covers your mouth and nose especially when talking, avoiding indoor settings to the extent possible, maintaining at least 6 feet distance from those you don’t live with, avoiding get-togethers and gatherings to the extent possible, if you are ill, and complying with additional health protocols required of open businesses. People at risk for severe illness from COVID-19 — such as unvaccinated older adults and unvaccinated people with health risks — and those who live with or care for them are urged to defer participating at this time in activities with other people outside their household where taking protective measures of wearing face masks and social distancing may be difficult, especially indoors or in crowded spaces.

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

NOTICE: 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), the State of California, and Personal Service Providers licensing and industry groups. It is posted at http://www.sfcdcp.org/businesses. This TIP sheet may be revised due to changes in the COVID-19 risk level tier for San Francisco as assigned by the California Department of Public Health. Please see the associated changes in the Business Capacities and Activities Table (BCAT) at the top of this document: any changes made on the Table override the conflicting information in this document.

BACKGROUND: On March 2, 2021, the Health Officer issued Directive No. 2020-23d 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.
Summary of Changes since the 1/28/2021 Version

- Format changes.
- For services that require the customer to remove their face covering:
  - Personal Service Providers must wear eye protection such as a face shield or goggles.
  - Personal Service Providers must wear a well-fitted mask and are strongly recommended to wear a non-vented N95 mask, even if not fit-tested, to provide maximum protection during procedures that require the customer to remove their Face Covering. Guidance regarding well-fitted masks can be found at: www.sfcdcp.org/maskingupdate.

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 away. 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, and get tested.
**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. **Strongly encourage all personnel to get a flu shot.** Post signage to encourage flu vaccine among customers, visitors, etc. Find out how to get one at [www.sfcdcp.org/flu](http://www.sfcdcp.org/flu)

**COVID-19 vaccine is here!**

The vaccine is one of the most important ways to end the pandemic. The FDA, CDC as well as California’s own Scientific Safety Review Workgroup have reviewed all data from clinical trials to ensure the safety and effectiveness of all COVID-19 vaccines. **Strongly encourage all personnel to get vaccinated.** While the vaccine may prevent you from getting sick, we do not know if people who have been vaccinated can still get the virus and spread COVID-19 to others. Therefore, it is still very important for those who are vaccinated, and for the rest of the population who waits for their vaccines, to **continue** using all the tools available to help stop this pandemic: **wearing a mask** that covers your mouth and nose when outside your home, **avoiding gatherings**, **avoiding being indoors** with people you don’t live with, staying at least **6 feet away** from others, and washing your hands often. Find out more about the vaccine, including where and when to get it at: [sf.gov/covidvax](http://sf.gov/covidvax)

If you have received the COVID-19 vaccine, please read more about whether you need to quarantine at: [www.sfcdcp.org/quarantineaftervaccination](http://www.sfcdcp.org/quarantineaftervaccination)

**CA Notify – another way for us to stop the spread**

CA Notify (canotify.ca.gov) is an app you can add on your smartphone. It uses Bluetooth technology to recognize when you and your phone have been in close proximity to others infected with COVID-19 to help stop the spread of the virus in our community.

If you are using CA Notify and you test positive, your diagnosis will not be shared with others. However, if other people in close contact with you are also enrolled in the app, they will be told they had an exposure. They will be told the date of the exposure, but not the time, location or identity.

If you are using CA Notify and you were exposed to someone who tested positive and they entered their result into the app, you will be told the date of the exposure, but not the time, location or identity.

CA Notify is available through Apple and Google. See canotify.ca.gov for more information.

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**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://www.sfcdcp.org/businesses).

**Review the following**

- *Business Capacities and Activities Table (BCAT)* for current restrictions.
- Review the [Tip Sheet for Safer Interactions During COVID-19 Pandemic](http://www.sfcdcp.org/businesses).
- Provide approved disinfectants for uses against COVID-19.
- All wastewater, hair clippings, and other waste must be disposed of properly. See the San Francisco Department of Public Health [Updated 3/2/2021](http://www.sfcdcp.org/businesses)
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.

The table below includes examples of services that may be performed outdoors and those that are prohibited. This list is not comprehensive.

<table>
<thead>
<tr>
<th>Allowed - Outdoors</th>
<th>Not Allowed - Outdoors</th>
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<tbody>
<tr>
<td>• Haircuts</td>
<td>• Shampooing</td>
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<tr>
<td>• Beard trims</td>
<td>• All chemical hair services including, but not limited to permanent waving, relaxing,</td>
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<tr>
<td>• Facials</td>
<td>bleaching, tinting, coloring, dyeing, and straightening.</td>
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<tr>
<td>• Waxing and threading</td>
<td>• Electrolysis, tattooing, piercing, microblading, permanent make-up, and other forms</td>
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<tr>
<td>• Manicures and pedicures</td>
<td>of body art that are invasive and require a controlled hygienic environment.</td>
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<tr>
<td>• Massage (in a non-healthcare setting)</td>
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**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 20-23d.
- 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 and customers must wear a face covering at all times unless the customer must remove their face covering for services involving that part of the face and then only during the procedure. Provide proper Personal Protection Equipment (PPE) for all personnel.
- Personnel must wear a face shield or eye protection (in addition to a Face Covering) when they are providing services that do not enable the client to wear a Face Covering.
- Personnel must wear a well-fitted mask and are strongly recommended to wear a non-vented N95 mask, even if not fit-tested, to provide maximum protection during procedures that require the customer to remove their Face Covering. Guidance regarding well-fitted masks can be found at: www.sfcdcp.org/maskingupdate.
- Services performed on a customer without a face covering must be done at least 6-feet from others.

Coordinate your Efforts

Assign a COVID-19 Worksite Safety Monitor. The site safety monitor will:

- Act as the staff liaison and single point of contact for Personnel at each site for questions or concerns around practices, protocols, or potential exposure.
- Serve as a liaison to SFDPH. The liaison should train staff to advise patrons, if necessary, that the dining establishment will refuse service to the customer if they fail to comply with safety requirements.
- Ensure patrons’ compliance with all aspects of the Health Safety Plan, such as wearing masks, preventing congregations or crowding, and generally maintaining social distance.

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

**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](http://www.sfcdcp.org/businesses) 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 spaces must allow the free flow air in the breathing zone, and not have more than 50% of the perimeter enclosed by impermeable walls. Any other impermeable vertical barriers on the perimeter or the interior of these shelters would need to be no more than 42” high.

• Must be reasonably accessible by the licensee of the licensed establishment to enable the cleansing and disinfection of tolls 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
  - San Francisco Department of 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.
- 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. Yes, but there are special precautions you must take, including wearing eye protection and a well-fitted 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:

**Safer Ways to Use New Outdoor Shared Spaces for Allowed Activities During COVID-19**

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