



## Tip Sheet for Operating Indoors: Personal Services

**UPDATED September 16, 2020**

The following Tip Sheet was developed by the San Francisco Department of Public Health (SFDPH) based on recommendations and guidance from the US Centers for Disease Control and Prevention (CDC), the State of California, and Personal Service Providers licensing and industry groups. This guidance is posted at [www.sfcddcp.org/covid19](http://www.sfcddcp.org/covid19).

**AUDIENCE:** Indoor Personal service providers, including hair salons, barber shops, nail salons, body art practitioners, electrology services, massage (in a non-healthcare setting), tanning salons, estheticians, skin care, and cosmetology services.

All indoor personal services may be provided **except** for services that require the client to remove their face coverings

**BACKGROUND:** On September 14, 2020, the Health Officer issued Directive No. 2020-30 authorizing and providing guidance for Personal Services and amended [Appendix C-1 Additional Businesses Permitted to Operate](#). This document summarizes the main action items from the Directive.

### Plan and Prepare your space

Review the Tip Sheet for Safer Interactions During COVID-19 Pandemic at [www.sfcddcp.org/safersocial](http://www.sfcddcp.org/safersocial)

#### Capacity

- Calculate your capacity limits using FEMA's [Understanding the impact of social distancing on occupancy](#). It is approximately 1 person per 113 -150 square feet to maintain social distancing.
- Redesign layout to allow for proper social distancing. Space workstations at least six feet apart.

#### Building Systems

##### Ventilation

For more information and additional resources about building ventilation, please see the guidance at [www.sfcddcp.org/COVID-ventilation](http://www.sfcddcp.org/COVID-ventilation)

- If your building or space has a mechanical HVAC system:
  - Ensure HVAC system is serviced and functioning properly.
  - Evaluate possibilities for upgrading air filters to the highest efficiency possible.
  - Increase the percentage of outdoor air through the HVAC system, readjusting or overriding recirculation ("economizer") dampers.
  - Disable demand-control ventilation controls that reduce air supply based on temperature or occupancy
  - Evaluate running the building ventilation system even when the building is unoccupied to maximize ventilation. At the minimum, reset timer-operated ventilation systems so that they start operating 1-2 hours before the building opens and 2-3 hours after the building is closed.
- Increase natural ventilation by opening windows and doors when environmental conditions and building requirements allow.



- Consider installing portable air cleaners (“HEPA filters”).
- If the establishment uses pedestal fans or hard mounted fans, adjust the direction of fans to minimize air blowing from one individual’s space to another’s space.

### Plumbing

If your business or workplace has been vacant during the Shelter In Place ordinance, check that your plumbing is working properly and flush stagnant water from the pipes. [See the PUC guidance here.](#)

### Supplies

- Provide approved disinfectants for uses against COVID-19. The approved products are listed [on the Environmental Protection Agency's website.](#)
- Provide handwashing/hand sanitizing stations for both personnel and clients.
- Provide a non-porous chair or plastic basket or paper bag for client’s clothing or belongings.
- Provide proper Personal Protection Equipment (PPE) for all personnel. Eye protection and/or gloves may be required when performing specific services. See the Cal/OSHA guidance on [Expanded Personal Care Services.](#)
- Personnel and clients must wear a face covering at all times.
- If you don’t already have a touchless payment system, consider installing one.

### Cleaning and Sanitation

- Follow all sanitation requirements. All equipment must be properly disinfected between clients. This includes but is not limited to, chairs, tables, combs, brushes, scissors, etc. Review the directive for specific COVID-19 sanitation requirements.
- All linens must be washed between clients; even if your client does not get under them.
- Personnel handling soiled linens should wear gloves and follow proper glove removal and hand washing protocols.
- Wash your hands frequently and between clients.
- If feasible, Personal Service Providers should consider changing their own clothes after each client or wearing scrubs or a clean, launderable or disposable smock.

## Protect Personnel and Clients

Conduct wellness checks for everyone (personnel and clients) before they enter the building.

[Instructions for screening clients](#) is attached to the Directive and can be found at [www.sfc-dcp.org/screeningvisitors](http://www.sfc-dcp.org/screeningvisitors). Screening instructions for personnel is found at [www.sfc-dcp.org/screening-handout](http://www.sfc-dcp.org/screening-handout)

- Encourage your clients to conduct a self-screening before they arrive for their appointment by answering the questions and following the instructions found at [www.sfc-dcp.org/screeningvisitors](http://www.sfc-dcp.org/screeningvisitors).
- 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.



### **Scheduling**

- In accordance with the State of California guidance, walk-ins are not allowed for Hair Salons and Barbershops; they may see clients by appointment only. Other Personal Services providers are also strongly encouraged to see clients by appointment only.
- Keep a list of your employees' schedules and clients' appointments for three weeks in case you have a positive COVID-19 case as this will help with contact tracing.
- Schedule your clients to allow enough time between appointments so workspaces and tools can be properly cleaned and disinfected. Consider servicing fewer clients each day or expanding operating hours to allow for more time for sanitation between clients.
- Consider pausing strict cancellation policies to encourage sick clients to stay home. Clients must be allowed to reschedule due to symptoms of COVID-19 without charge.
- Clients should be reminded not to show up too early for an appointment. Clients may need to wait outside depending on the capacity of the space.

### Special considerations for Specific Service Types

[Cal/OSHA provides additional requirements and guidance](#) for Personal Services providers and includes the tips listed below.

#### **Esthetic, Skin Care and Cosmetology**

- Consider wearing a face shield in addition to a mask if providing services on the face and neck area. Lip, chin, nose hair waxing are not permitted as these services require the client to remove their face covering.
- Disposable gloves should be worn throughout the entire esthetic service, and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Single use applicators should be disposed of immediately in a lidded container lined with a plastic bag.
- Make up services that require the client to remove their face coverings are not permitted at this time.

#### **Electrology**

- Electrologist must wear disposable gloves.
- Consider wearing a face shield in addition to a mask if providing services on the face and neck area.
- Tweezers, rollers, and needle holder caps should be properly cleaned and sterilized between each client.
- Needles used for electrolysis must be single-use, disposable, prepackaged, and sterile and disposed of in an approved sharps container immediately after use.

#### **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](#).

### 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. Please see the Cal/OSHA guidance on [Expanded Personal Care Services](#).
- 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

### Is it safe for me to get a massage/haircut/facial/etc?

All activities that bring you within six feet of individuals outside of your household, particularly those indoors or for a sustained period of time (more than 15 minutes), carry risk. You can decrease that risk by being vigilant in your personal hygiene and going to a service provider who also takes health and safety precautions seriously.

- Wear a face covering as required. Use a face covering with ear-loops to keep your mask from interfering with your services.
- You must cancel/reschedule an appointment if they have COVID-19 symptoms or you had "Close Contact" with someone with COVID-19 (see [www.sfcddp.org/screeningvisitors](http://www.sfcddp.org/screeningvisitors)). The Health Directive prohibits your Personal Service Provider from charging an extra fee if you have to reschedule due to 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.

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

Not at this time and it is strongly advised to minimize the number of items you bring inside to your appointment. Keep to essentials only (wallet, keys, small purse).



**Are N95 masks required?**

N95 masks are not required for clients. For personnel, continue to follow your industry regulations and use a N95 mask or respirator when required. If you use a N95 mask or respirator with a valve, you must cover the valve with a face covering.

**Are gloves required?**

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 both clients and staff with latex allergies. Wearing gloves is not a substitute for hand washing.

**I just reopened my salon to operate outdoors. Am I allowed to operate both indoor and outdoor personal services?**

Yes. Outdoor services are encouraged to the extent possible as being outdoors is much safer for personnel and clients.

**I am a practitioner who offers Reiki, Cupping, or Rolfing. Where do I fit in?**

This is the correct guidance to follow. You should also review the [Directive on Ambulatory Care](#).

**I am a body art practitioner; may I continue to offer my full menu of services?**

Current state guidance does **not** allow piercing of the nose or mouth or any service that requires the client to remove their face covering.

**I provide personal care services out of my home; can I start doing that again? Or - I provide personal care services in clients' homes, can I start doing that again?**

Yes, if you were able to do this pre-COVID-19, you may start operating your business again. You must adhere to the current directive and guidance.

**Can I perform a service where the client needs remove their mask?**

Facials, face waxing, beard trims or any service that requires a client to remove their face covering are not permitted at this time.

**Should we vacuum or sweep hair?**

Vacuuming with a HEPA filter is recommended over sweeping. If you do not have a vacuum with a HEPA filter, consider carefully sweeping during a period when the fewest people are occupying the space. Consider waiting to sweep/vacuum as part of the disinfection protocols between clients. Wear a face covering and sweep gently to minimize movement and spread of particles.

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

Please see SFDPH guidance on screening for Personnel, 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 such as signage in the [COVID-19 toolkit](#).

San Francisco Department of Public Health Guidance: [www.sfgdp.org/covid19](http://www.sfgdp.org/covid19)

Cal/OSHA guidance:

- [Indoor Personal Services Guidance](#) and [Personal Services checklist](#)
- [Indoor Hair Salons and Barber shops Guidance and checklist](#)