



Summary of Anticipated Operating Conditions for Businesses Providing Hair, Barber, Nail, Body Art, Skin Care, Massage, Cosmetology and Certain Other Personal Services in a Non-Healthcare Setting

July 1, 2020

Overview: Businesses and individuals offering personal services such as hair, barber, nail, body art, skin care, massage, cosmetology are not currently allowed to operate under the Stay-Safe-At-Home Order (Health Officer Order C19-07e). Unfortunately, on June 25, 2020 the Health Officer was compelled to pause the planned reopening of these and other businesses. We learn daily of the increasing devastation that this disease is wreaking in many states across the nation, and in many California counties. This increase in transmission is also evident in the data collected by the San Francisco Department of Public Health, which shows rising COVID-19 counts in our own city, quite apart from the transfers of other seriously ill patients that San Francisco hospitals have accepted from other counties under mutual aid programs. The Health Officer will continue to closely evaluate the COVID-19 indicators to determine when the reopening process can proceed more safely. Although the Health Officer does not know and cannot predict when these personal service businesses may resume, this summary is intended to provide local businesses with information about the anticipated COVID-19 health and safety requirements that will likely apply.

The requirements below are subject to change depending on the health conditions at the time, and they will not become final until the Health Officer revises the Stay-Safe-At-Home Order to allow these businesses to resume. This summary was created on July 1, 2020 to help businesses and individuals plan for reopening and barring unforeseen circumstances or changes in knowledge or availability of disinfection methods or PPE, the City does not expect substantial changes. Listed below are:

- I. Details of the expected requirements for businesses offering personal services that will need to be met for them to be allowed to more safely reopen when Health Officer Order C19-07e so allows; and
- II. Some questions and answers about these expected requirements.

I. Expected Requirements for Businesses Offering Personal Service:

General Requirements. “Personal Service Providers” means providers regulated by Division 3, Chapter 10 of the California Business and Professions Code or Division 104, Part 15, Chapter 7 of the California Health and Safety Code, 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.

- Personal Service Providers will have to limit the number of Personnel and clients in the facility to ensure compliance with Social Distancing Requirements.
- Both Personal Service Providers and clients/customers will be required to wear a face



covering at all times—including during the entire service—unless they are specifically exempted from the face covering requirements in Health Officer Order No. C19-12b, issued on May 28, 2020 or comply with specific requirements set forth below; and

- The Personal Service Provider will be required to create, post and implement a Social Distancing Protocol as required in Section 15.h of the Order.

Health and Safety Plan Requirements. In addition to preparing, posting, and implementing the Social Distancing Protocol required by the Order, each owner, operator, manager, or supervisor of a Personal Service Provider that operates in the City will have to create, adopt, and implement a Health and Safety Plan that addresses each item below.

1. Section 1 – Requirements for All Personal Service Providers:

- 1.1.* Develop a plan and implement daily COVID-19 symptom self-verifications for all Personnel as required by the Social Distancing Protocol (contained in Health Officer No. C19-07e, issued on June 1, 2020 and any future amendment to that order) (the “Social Distancing Protocol”).
- 1.2.* Confirm with customers before they arrive for their appointment that they are symptom-free. Customers who are feeling ill or who have exhibited symptoms of COVID-19 within 24 hours of their scheduled appointment must cancel or reschedule their appointment.
- 1.3.* Consider implementing digital forms or questionnaires to allow customers to complete all paperwork electronically before their appointment.
- 1.4.* Conduct screening of all customers upon arrival. Customers who do not pass the screening must be refused service and their appointment should be rescheduled or canceled.
- 1.5.* Require Personnel to wear Face Coverings as provided in Health Order No. C19-12b issued on May 28, 2020, and any future amendment to that order (the “Face Covering Order”). Personal Service Providers must wear their Face Coverings at all times while in the presence of customers.
- 1.6.* Personal Service Providers must wear disposable gloves when required for a particular service (e.g., chemical hair services, piercing, tattooing). Wearing gloves is not a substitute for regular hand washing and sanitizing.
- 1.7.* Customers must wear a Face Covering at all times except when (a) they are otherwise exempt from doing so under the Face Covering Order or (b) when the Face Covering must be removed to perform services involving that part of the face and then only during such procedure and subject to compliance with applicable safety precautions set forth in Section 1.8 below.
- 1.8.* Activities that involve the removal of clients’ face coverings are much higher risk and the forthcoming directive will likely prohibit Personal Service Providers from offering services that require removal of clients’ face covering. Depending on the degree of community spread of COVID-19, such services that require the removal of clients’ face covering may be allowed at a future time. If/when such services are allowed, Personal Service Providers must take precautions. Some of the precautions that may be required include, but are not limited to:
 - 1.8.1.* The Personal Service Provider conducting the service must wear eye protection (in addition to a Face Covering) when they are providing services that do not enable the



client to wear a Face Covering. Personal Service Providers should use safety glasses or eye shields. Face shields and other medical-grade eye protection should be preserved for healthcare professionals.

- 1.8.2.* To provide maximum protection during procedures that require the customer to remove their Face Covering. Personal Service Providers are encouraged to use a fit-tested, non-vented N95 mask if available. Fit-tested, non-vented N95 masks offers more protection than facemasks or face coverings. N95 masks that are not fit-tested do not provide the maximum protection and are considered to offer similar protection as facemasks.
- 1.8.3.* The customer's Face Covering may only be removed as long as necessary to complete the part of the service requiring removal.
- 1.8.4.* The service must be conducted at least six-feet from other Personnel and customers. Where feasible, the service should take place in a separate room or other area enclosed by curtains or other barrier.
- 1.8.5.* Customers should be prohibited from speaking during the period that their Face Covering is removed as speaking puts Personnel at much higher risk of being exposed to the COVID-19 virus if the customer is infected.
- 1.8.6.* Keep face tissues or a towel available for the customer to use in the event they need to sneeze or cough while their Face Covering is off. The customer should dispose of the tissue or place the towel into a laundry bin at the end of the service.
- 1.9.* Develop a plan and implement sanitization requirements that exceed usual professional requirements and standards, including:
 - 1.9.1.* Comply with any existing or COVID-19 specific health-related regulatory requirements, such as those required by Cal/OSHA, the California Board of Barbering and Cosmetology, California Health and Safety Code, and the San Francisco Health and Safety Code.
 - 1.9.2.* Instruct all Personnel to wash their hands frequently with soap and water for at least 20 seconds and to wash hands or use hand sanitizer (provided by the Personal Service Provider) before and after touching high-touch surfaces, such as cash registers or shared tools, equipment or materials.
 - 1.9.3.* Disinfect station counters, rolling carts, drawers, hand mirrors, tools, hot towel cabbies, and other surfaces between each customer.
 - 1.9.4.* All single use items, such as disposable wax collars, cotton, neck strips, and applicators, must be used once and immediately thrown away in a container with a lid.
 - 1.9.5.* All appliances at work stations and treatment areas must be properly disinfected between each customer, as follows:
 - 1.9.5.1.* Clean and disinfect shears by removing all visible debris, clean with soap and water, and wipe or spray with an EPA-registered disinfectant that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.



- 2.3.1. Ensure HVAC system and air exchangers are serviced and functioning properly. Ensure all air filters are achieving optimal performance and replaced in accordance with the manufacturer's recommendations.
- 2.3.2. If feasible, the Personal Service Provider establishment must increase the percentage of outdoor air through the HVAC system, disable demand-control ventilation controls that reduce air supply based on temperature or occupancy, and increase natural ventilation by opening windows and doors when environmental conditions and building requirements allow.
- 2.3.3. Consider installing portable high-efficiency particulate air (HEPA) cleaners, upgrading the building's air filters to the highest efficiency possible, running the building ventilation system even when unoccupied to maximize ventilation, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- 2.3.4. If the establishment uses pedestal fans or hard mounted fans, adjust the direction of fans to minimize air from fans blowing from one customer's space to another's space.
- 2.4. Evaluate the facility to determine the number of people (including customers and Personnel) who may safely fit inside at any time while ensuring proper social distancing as otherwise required by this Directive and the Stay-Safe-At-Home Order. Educate Personnel about capacity limits and require them to enforce limits by, for example, spacing out customer appointments.
- 2.5. Develop a plan and implement sanitization requirements, including:
 - 2.5.1. Instruct Personnel that they are responsible for keeping their workspaces clean and sanitized. Each Personal Service Provider must clean and properly sanitize their workspace at the end of each shift.
 - 2.5.2. Ensure Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
 - 2.5.3. Clean and disinfect high touch surfaces in common areas routinely throughout the day and otherwise in accordance with the Social Distancing Protocol. Common areas include, but are not limited to the following common-use area: lobbies, lounge or seating areas, entry ways, hallways, bathrooms, changing areas, elevators, and stairwells. Clean and disinfect all high touch surfaces and devices found in common areas such as door handles, railings, faucets, toilets, elevator buttons, coat hooks, hangers, furniture, computers, telephones and other devices that are touched by people throughout the day.
 - 2.5.4. Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers).
 - 2.5.5. Equip the reception area and all workstations with proper sanitation products, including hand sanitizer and sanitizing wipes.
 - 2.5.6. Disinfect station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces between use for each customer.



- 2.5.7. Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Vacuum wherever possible using a vacuum with a HEPA filter. Alternately, gently sweep floors and do so between customers and when there are as few people in the area as possible. Personnel responsible for sweeping or vacuuming floors must wear a Face Covering.
- 2.6. Where feasible, prohibit Personnel from sharing equipment, such as phones, tables, or computers. Any furniture, tools or equipment that must be used by more than one individual must be sanitized in a manner that complies with the requirements contained in the Social Distancing Protocol. If Personnel must share a workspace, such as on alternating shifts, then the location must be sanitized in a manner that complies with the requirements contained in the Social Distancing Protocol after each use.
- 2.7. If Personnel or a member of the public refuses to comply with the Face Covering Order or other provision of this Directive, then the Personal Service Provider must refuse service to the individual and request that the individual leave the facility. Nothing in this Directive is intended to alter the obligations a Personal Service Provider may otherwise have under applicable law to provide reasonable accommodations to Personnel or members of the public.
- 2.8. Implement safety measures for customers, including:
 - 2.8.1. Personal Service Providers are strongly encouraged to see customers by appointment only. Consider suspending walk-in customers at this time. Stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each customer visit.
 - 2.8.2. Encourage customers to bring and use their own Face Coverings. Personal Care Providers must provide customers with Face Coverings if they do not have one or refuse service to those who arrive without a Face Covering and who are not otherwise exempt from wearing one under the Face Covering Order.
 - 2.8.3. Prohibit customers from bringing additional people with them to their appointment with the following exceptions: (1) If the person receiving the service is a minor, they may bring an adult guardian, (2) if the person receiving the treatment is disabled they may bring an adult care provider; and (3) adult customers may bring their minor children if they have no other childcare options. Anyone entering the establishment must be screened for symptoms of COVID-19 and must be included when determining whether the facility has reached its capacity limit.
 - 2.8.4. If feasible, implement virtual check-in technology to ensure that Personnel are notified when a customer arrives.
 - 2.8.5. Prohibit customers from congregating in the reception area or elsewhere in the facility. Ask customers to wait outside with their Face Covering on or in their cars before their appointments. In larger locations, reception areas should only have one customer at a time or modify the area for adequate minimum six-foot physical distancing, including removing or blocking off chairs and sofas.
 - 2.8.6. Service providers must not see multiple customers at once (e.g., while one customer's hair is drying, another receives a haircut). Services for one customer must be completed before a new customer is seen by the same worker.



- 2.8.7. Remove and prohibit the use of product samples.
 - 2.8.8. Remove portable items with surfaces that cannot be cleaned properly such as throw pillows, blankets or magazines. Consider removing or covering any other difficult to clean items that customers come into contact with.
 - 2.8.9. Have a hard-surfaced, non-porous chair or large hard-surfaced or plastic basket or paper bag for clients to put their clothes on or in.
3. Section 3 – Additional Requirements Specific to Hair and Barber Services:
- 3.1. Customers must wear Face Coverings that attach with ear-loops in order to avoid interfering with services.
 - 3.2. Provide a clean smock or cape for each customer.
 - 3.3. If appropriate for the service, ask customers to come to their appointments with freshly cleaned hair to minimize appointment time.
 - 3.4. Consider temporarily eliminating services that require lengthy blow-drying.
4. Section 4 – Additional Requirements Specific to Esthetician, Skin Care, and Cosmetology Services:
- 4.1. Treatment tables or chairs must be covered with either clean treatment table paper, a clean towel, or a clean sheet before each use. After use, do not shake the dirty laundry. Place used linens in a lined, lidded receptacle positioned outside the treatment space to minimize the possibility of dispersing virus in the air.
 - 4.2. Personal Service Providers must wear disposable gloves at all times during the service and while cleaning or disinfecting implements and surfaces between each client session.
 - 4.3. Before leaving the treatment room, Personal Service Providers must remove and dispose of gloves, apply hand sanitizer or wash hands with soap and water, and use a previously readied disposable barrier, such as a paper towel or sanitizer wipe, to open and close the treatment room door while leaving the room.
 - 4.4. When wax pots are running low and new wax needs to be added, empty any remaining wax and clean and disinfect the wax pot before refilling with new wax. Single use applicators must be disposed of immediately after use in a lined trash bin. The trash bin must have a lid and be lined with a disposable plastic bag.
5. Section 5 – Additional Requirements Specific to Electrology Services:
- 5.1. Closely adhere to sterilization requirements for all items, including tweezers, rollers, and needle holder caps. Ultrasonic cleaning units, forceps, and all containers, including their removable parts, must be cleaned and disinfected between each client according to the manufacturer's instructions.
 - 5.2. Where possible, use disposable probes that do not require a probe tip or cap, which will reduce exposure points. If not using disposable probe tips or caps, the removable tip or cap of the epilator needle/probe holder must be cleaned and disinfected after each client.



5.3. Needles used for electrolysis must be single-use, disposable, pre-packaged, and sterile and disposed of in an approved sharps container immediately after use. Sharps containers must be discarded in accordance with biomedical waste regulation.

6. Section 6 – Additional Requirements Specific to Nail Salons:

6.1. Disposable gloves must be worn throughout the entire service and while performing cleaning and disinfection of all implements and surfaces after each client. Once cleaning is finished, remove and dispose of gloves and apply proper hand sanitizer or wash hands with soap and water.

6.2. Foot-spas, basins and pedicure bowls must be properly cleaned and disinfected after every client even if a disposable plastic liner is used.

6.3. Nail salons should use disposable supplies whenever possible. Any non-disposable supplies must be fully disinfected between customers according to the California Board of Barbering and Cosmetology guidelines.

6.4. All single use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, must be used once and immediately thrown away in a lined, lidded trash can.

6.5. To reduce the number of touchpoints, prohibit customers from handling nail bottles in display shelves, or remove the nail polish displays completely. A color palette may be used if it is cleaned and disinfected after each client use. Nail polishes should be cleaned and disinfected before being returned to the display.

6.6. Consider whether it is feasible to install a plastic partition between the worker and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure.

6.7. Allow only one manicurist to work at each station and do not allow clients to get multiple services at the same time, such as a manicure and pedicure.

6.8. If fans, such as pedestal fans or hard-mounted fans, are used in the salon, take steps to minimize air from fans blowing directly from one person toward another. If fans are disabled or removed, employers should remain aware of possible heat hazards and take steps to mitigate them.

6.9. Where feasible, nail salons should consider upgrading existing ventilation to include locally exhausted nail tables.

7. Section 7 – Additional Requirements Specific to Body Art Services:

7.1. Disposable gloves are required throughout the service and while performing cleaning and disinfection of all implements and surfaces after each customer session.

7.2. Suspend body art services for the mouth and nose area. Customers must keep their Face Covering on during the entire service.

8. Section 8 – Additional Requirements Specific to Massage Services (Non-Healthcare Setting):



- 8.1. Require customers to wash their hands for at least 20 seconds or use hand sanitizer at the beginning of any treatment.
- 8.2. Consider alterations to the treatment table setup to support the required cleaning and disinfecting protocols. This could include using disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with washable barriers like plastic covers that can be easily cleaned or pillowcases that can be removed and replaced between each client. Barriers are not a substitution for the required cleaning and disinfecting protocols.
- 8.3. Clean linens must be stored outside of the treatment room.
- 8.4. Evaluate whether facial massages or other hands-on work to the face will be offered. If providing such services, use non-latex gloves for this part of the treatment.
- 8.5. Consider providing any hand treatments as the last part of the service to minimize the spread of virus particles that may remain on the hands. Alternately, Personal Service Providers should wash their hands for at least 20 seconds or use hand sanitizer before and after performing hand treatments.
- 8.6. Personal Service Providers must wash their hands for at least 20 seconds with soap and water or use hand sanitizer immediately upon finishing massage services.

II. Some Questions and Answers About These Expected Requirements

Will gloves be required?

Personnel will be required to wear disposable gloves as normally required for a particular service (e.g., chemical hair services, piercing, tattooing). Wearing gloves is not a substitute for regular hand washing and sanitizing. If possible, have latex-free gloves on hand for customers or staff with latex allergies.

I am a body art practitioner, will I be able to continue to offer my full menu of services?

Under current State guidance, services in the nose or mouth area is prohibited. Customers receiving body art services will be required to keep their face covering on during the entire service.

I provide personal care services out of my home or in my customers' homes, will I be able to start doing that again?

Yes, if you were permitted to do this pre-COVID-19, you will be able to start operating your business again. You will be required to adhere to the current Directive and guidance.

Will I be able to perform a service where the customer needs to remove their mask?

Activities that involve the removal of clients' face coverings are much higher risk and the forthcoming directive will likely prohibit Personal Service Providers from offering services that



require removal of clients' face coverings. Depending on the degree of community spread of COVID-19, such services that require the removal of clients' face covering may be allowed at a future time. If/when such services are allowed, Personal Service Providers must take precautions. See section 1.8 for some of the requirements that are being considered to allow these services to be offered more safely.

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 at www.sfdcp.org/screen.

What if Personnel or a 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.

You may be asked to provide SFDPH with a list of Personnel and Clients to help with contact tracing.