



SUSPENDED

San Francisco is experiencing a rapid and significant surge of COVID-19 cases. Accordingly, beginning at 10:00 p.m. on December 6, 2020, Personal Service Providers must temporarily cease all indoor and outdoor operations except Minimum Basic Operations. To the extent of any conflict or inconsistency with any other provision of this directive or guidance, this requirement controls. [12/6/2020]

DIRECTIVE OF THE HEALTH OFFICER No. 2020-30b

**DIRECTIVE OF THE HEALTH OFFICER OF
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST
PRACTICES FOR BUSINESSES PROVIDING INDOOR HAIR, BARBER, NAIL, BODY
ART, SKIN CARE, MASSAGE, COSMETOLOGY AND OTHER PERSONAL
SERVICES IN A NON-HEALTHCARE SETTING**

(PUBLIC HEALTH DIRECTIVE)

DATE OF DIRECTIVE: October 27, 2020

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that businesses offering indoor Personal Services, as described below, must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Section 4.e of Health Officer Order No. C19-07I, including as it may be revised or amended in the future, (the “Stay-Safer-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect at immediately and remains in effect until suspended, superseded, or amended by the Health Officer. This Directive has support in the bases and justifications set forth in the Stay-Safer-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.

**UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE
SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS
FOLLOWS:**

1. This Directive applies to all owners, operators, managers, and supervisors of any business providing Indoor Personal Services, as that term is defined in Section (15)(b)(2) of Appendix C-1 of the Stay-Safer-At-Home Order (“Personal Service Providers”).
2. Attached as Appendix A to this Directive is a list of best practices that apply to Personal Service Providers (the “Best Practices”). Each Personal Service Provider must comply with all of the relevant requirements listed in the Best Practices.
3. Each Personal Service Provider, before it begins to offer Personal Services or allow Personnel onsite, must create, adopt, and implement a written health and safety



Health Officer Directive No. 2020-30b

plan (a “Health and Safety Plan”). The Health and Safety Plan must be substantially in the form attached to this Directive as Appendix B.

4. Guidance from the Department of Public Health related to Personal Services is attached to this Directive as Appendix C and available at www.sfdph.org/directives. Each Personal Service Provider must review this guidance and implement it to the extent possible.
5. If an aspect, service, or operation of the Personal Service Provider is also covered by another Health Officer directive (all of which are available at www.sfdph.org/directives), then the Personal Service Provider must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.
6. Each Personal Service Provider must (a) make the Health and Safety Plan available to a customer and Personnel on request, (b) provide a summary of the Health and Safety Plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the Health and Safety Plan at each entrance to any physical business site within the City. Also, each Personal Service Provider must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.
7. Each Personal Service Provider subject to this Directive must provide items such as Face Coverings (as provided in Health Officer Order No. C19-12c issued on July 22, 2020, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related cleaning supplies to Personnel, all as required by the Best Practices. If any such Personal Service Provider is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant Personal Service Provider, any such Personal Service Provider is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.
8. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with a Personal Service Provider: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors; vendors who are allowed to sell goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the Personal Service Provider. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.
9. This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Personal Service Provider must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website (www.sfdph.org/directives) regularly.



Health Officer Directive No. 2020-30b

- 10. Implementation of this Directive augments—but does not limit—the obligations of each Personal Service Provider under the Stay-Safer-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 4.d and Appendix A of the Stay-Safer-At-Home Order. The Personal Service Provider must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safer-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.**

This Directive is issued in furtherance of the purposes of the Stay-Safer-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safer-At-Home Order, constitutes an imminent threat and menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

A handwritten signature in blue ink that reads "Tomás Aragón".

Tomás J. Aragón, MD, DrPH,
Health Officer of the
City and County of San Francisco

Date: October 27, 2020



Appendix A to Health Officer Directive No. 2020-30b (issued 10/27/20)

Best Practices for Businesses Offering Indoor Personal Services

In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Appendix A of Health Officer Order No. C19-071 (the “Stay-Safer-At-Home Order”), each Personal Service Provider that operates indoors in the City must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Appendix B, also attached to this Directive. Note that ALL Personal Service Providers must comply with Section 1 below, and Personal Service Providers must otherwise comply with all other sections below that apply to the type of services they offer. Some Personal Service Providers will only need to comply with Section 1, and others will comply with Section 1 and at least one other section.

Appendix Contents:

1. Requirements for All Personal Service Providers in a Non-Healthcare Setting, Including Hair Salons and Barbershops, Nail Salons, Body Art Practitioners, Skin Care, Massage, Cosmetology, and Tanning Salons and Other Non-Touch Personal Services 4
2. Additional Requirements for Establishments that Provide Personal Services 8
3. Additional Requirements Specific to Hair and Barber Services 11
4. Additional Requirements Specific to Esthetician, Skin Care, and Cosmetology Services 11
5. Additional Requirements Specific to Electrology Services 12
6. Additional Requirements Specific to Nail Salons 12
7. Additional Requirements Specific to Body Art Services 13
8. Additional Requirements Specific to Massage Services (Non-Healthcare Setting)..... 13

Requirements:

1. Requirements for All Personal Service Providers in a Non-Healthcare Setting, Including Hair Salons and Barbershops, Nail Salons, Body Art Practitioners, Skin Care, Massage, Cosmetology, and Tanning Salons and Other Non-Touch Personal Services

[These requirements apply to all Personal Service Providers]

- 1.1. All Personal Service Providers are strongly encouraged to serve customers outdoors when allowed by the Stay-Safer-At-Home Order and other directives. It is preferred to offer customers a choice of being seen indoors and outdoors, and outdoor services can ensure extra distancing for those customers being served indoors.
1.2. Develop a plan and implement daily COVID-19 symptom self-verifications for all Personnel as required by the Social Distancing Protocol (Appendix A of the Stay-Safer-At-Home Order) (the “Social Distancing Protocol”).
1.3. All Personal Service Providers are strongly encouraged to see customers by appointment only and to stagger appointments to reduce reception congestion and ensure adequate



time for proper cleaning and sanitation between each customer visit. Hair salons and barbershops, under current State guidance, must see customers by appointment only and must not allow walk-in customers.

- 1.4.** Screen all customers and other visitors on a daily basis using the standard screening questions attached to the Stay-Safer-At-Home Order as Appendix A and **Attachment A-2** (the “Screening Handout”). Screening must occur before people enter the facility or location (or before the Personal Service Provider enters another location to meet with the customer) on the same day as the appointment or visit in order to prevent the inadvertent spread of the SARS-CoV-2 virus. A copy of the Screening Handout should be provided to anyone on request, although a poster or other large-format version of the Screening Handout may be used to review the questions with people verbally. Any person who answers “yes” to any screening question is at risk of having the SARS-CoV-2 virus, must be prohibited from entering the facility or receiving services, and should be referred for appropriate support as outlined on the Screening Handout. Personal Service Providers can use the guidance available online at <https://www.sfdcp.org/wp-content/uploads/2020/05/COVID19-Screening-Questions-UPDATE-05.26.2020.pdf> for determining how best to conduct screening. Customers who are feeling ill, have exhibited symptoms of COVID-19 within 24 hours of their scheduled appointment, or answer “yes” to any screening question must cancel or reschedule their appointment. In such cases, customers must not be charged a cancellation fee or other financial penalty.
- 1.5.** Consider implementing digital forms or questionnaires to allow customers to complete all paperwork electronically before their appointment. This can include answering via email, text message, web-browser, app, or otherwise.
- 1.6.** If feasible, implement virtual check-in technology to ensure that Personal Service Providers are notified when a customer arrives.
- 1.7.** Require Personnel to wear Face Coverings as provided in Health Officer Order No. C19-12c issued on July 22, 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 or working in spaces where they will provide care to a customer (including when customers or others are not present). Personal Service Providers who will be within three feet of a customer for more than 15 minutes are strongly encouraged to wear a non-vented N95 mask.
- 1.8.** Customers and other visitors must wear a Face Covering at all times except when: (a) they are otherwise exempt from doing so under the Face Covering 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 1.10 below. Personal Service Providers must encourage customers to bring and use their own Face Coverings. Personal Service 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.
- 1.9.** If Personnel, customers, or any other 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 (for customers) and require people (including Personnel, customers, or others) to 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.

- 1.10.** Activities that involve the removal of clients' face coverings are much higher risk and Personal Service Providers are strongly discouraged from offering these services during the COVID-19 pandemic. If a customer's Face Covering must be removed, Personal Service Providers must take the following precautions:
- 1.10.1.** The Personal Service Provider conducting the service 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.
 - 1.10.2.** Personal Service Providers must wear a non-vented N95 mask to provide maximum protection during procedures that require the customer to remove their Face Covering.
 - 1.10.3.** The customer's Face Covering may only be removed as long as necessary to complete the part of the service requiring removal.
 - 1.10.4.** 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.
 - 1.10.5.** Request that the customer not speak unnecessarily during the period that their Face Covering is removed.
 - 1.10.6.** 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.
 - 1.10.7.** Beginning November 3, 2020, Personal Service Providers offering services to customers who remove their Face Coverings must comply with new signage requirements set forth in section 2.9 below.
- 1.11.** Although Personal Service Providers under this Directive are not offering health care, there are similarities between the provision of health care and personal services. In particular, the duration of encounters, distance between provider and client, and other factors can create similar risks of virus transmission, and many of the best practices that apply in the health care context can be applied in the personal services context. Accordingly, Personal Service Providers are strongly recommended to wear a face shield, goggles, or other eye protection in addition to Face Coverings when they will be within three feet of a customer for more than 15 minutes. More information about use of face shields, goggles, or other eye protection in the health care context, which is also relevant to people who provide personal services, can be found online at <https://www.sfcdep.org/wp-content/uploads/2020/08/COVID19-EyeProtection-Memo-HCP-FINAL-2020.08.10.pdf>.
- 1.12.** The City has flyers, posters, fact sheets, and social media graphics available in multiple languages for use by the community. These resources include posters regarding use of Face Coverings and screening. These resources are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.



- 1.13.** Service providers must not see multiple customers at once (for example, while one customer's hair is drying, another receives a haircut). Multiple service providers must also not work on the same customer at the same time. Services for one customer must be completed before a new customer is seen by the same worker. The one exception to this rule is that if a customer is undergoing a procedure and is waiting for a longer period of time (such as when waiting for hair dye to set), a service provider may work with one other customer during the wait so long as (i) the service provider cleans their hands each time before switching to the other customer, (ii) the second customer is not being served in the same service area as the first customer without full cleaning and sanitization of the area between each customer as required by this Directive, and (iii) the service provider is not repeatedly going back and forth between the first and second customer.
- 1.14.** Provide a hard-surfaced, non-porous chair or table or a large hard-surfaced or plastic basket or paper bag for clients to put their clothes or belongings on or in if appropriate for the service.
- 1.15.** Personal Service Providers must wear disposable gloves when required for a particular service (for example, chemical hair services, piercing, tattooing). Wearing gloves is not a substitute for regular hand washing and sanitizing. Proper glove use includes being sure to properly clean or sanitize hands before putting on clean gloves, making sure the wearer does not touch their own face or hair with gloved hands, not using gloved hands to provide services for more than one person without changing gloves, the proper removal of gloves to avoid contaminating skin underneath, washing or sanitizing hands after removing gloves, and properly disposing of used gloves in a trash bin that has a lid and is lined with a disposable plastic bag. More information about the use of gloves and when use is required is found in Appendix C to this Directive.
- 1.16.** Develop a plan and implement cleaning and sanitization requirements that exceed usual professional requirements and standards, including all of the following that apply (depending on the tools and equipment in use by the Personal Service Provider):
- 1.16.1.** 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.
- 1.16.2.** 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.
- 1.16.3.** Disinfect station counters, rolling carts, drawers, hand mirrors, tools, hot towel cabbies, and other surfaces between each customer.
- 1.16.4.** 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.
- 1.16.5.** All appliances at work stations and treatment areas must be properly disinfected between each customer, as follows:



- 1.16.5.1.** Clean and disinfect shears by removing all visible debris, cleaning with soap and water, and then wiping or spraying with an EPA-registered disinfectant that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.
- 1.16.5.2.** Clean and disinfect all other non-porous, non-electrical tools by removing all visible debris, cleaning with soap and water, drying the tools, and then completely immersing them in an EPA registered disinfectant. Tools must be sprayed or submerged and left to set for the full amount of time (contact time) required by the disinfectant's manufacturer. Immersed items, like combs or brushes, should be removed at the end of the contact time, rinsed, and dried with a paper towel or clean, freshly laundered towel.
- 1.16.5.3.** Clean all electrical tools, such as clippers, LED lamps, and esthetic devices, by removing all visible debris and disinfecting with an EPA-registered disinfectant spray or wipe that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19. Follow with using an EPA-registered disinfectant spray or wipe for the full contact time as noted by the manufacturer's directions. Use caution when using a spray and be sure the device is unplugged and do not spray into the motor. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
- 1.16.5.4.** Clean and disinfect all handles, hoses, spray nozzles, and other equipment between customers. Chairs, headrests, shampoo bowls, and other items should also be thoroughly cleaned and sanitized between each use. Where appropriate, consider adding a paper cover, sheet, or clean towel that can be easily disposed of or cleaned for use between customers. Since porous surfaces such as fabric chair seats cannot be easily disinfected, consider covering with a plastic or disposable liner and cleaning or disposing of the liner after each customer.
- 1.16.5.5.** Where linens are used, even if the customer does not get under them, the linens must still be removed for laundering and the bed or table properly disinfected before each use by a customer. All dirty linens, including towels, sheets, blankets, smocks, and reusable capes, should be placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process that includes immersion in water of at least 160 degrees Fahrenheit for at least 25 minutes. Store all clean linens in a clean, covered place. Ensure Personnel who handle dirty linens or laundry wear gloves and a Face Covering.
- 1.16.5.6.** Address cleaning of any other areas used by the Personal Service Provider consistent with this Directive and other applicable cleaning standards.

2. Additional Requirements for Establishments that Provide Personal Services

[These requirements apply to all Personal Service Providers that welcome customers into a storefront or other building]



- 2.1.** Establishments offering Personal Services indoors must 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 and other restrictions as required by this Directive and the Stay-Safe-At-Home Order, including but not limited to the requirement that all customers be stationed at least six feet away from other customers at all times. Educate Personnel about capacity limits and require them to enforce limits by, for example, spacing out customer appointments and ensuring that customers do not wait in the waiting area before appointments as outlined below. The number of people allowed in the establishment must be reduced according to the size of the indoor space and ability to follow Social Distancing Requirements at all times. For example, if the size of a salon allows no more than 10 people to follow Social Distancing at all times, then the maximum capacity, including customers and Personnel, for that salon is 10 people. Educate Personnel about capacity limits and require them to enforce limits by, for example, spacing out customer appointments.
- 2.2.** Add all COVID-19 related signage to the establishment as required by Sections 4.g and 4.h of the Stay-Safer-At-Home Order. The County is making available templates for the signage available online at: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 2.3.** Prohibit customers from bringing additional people with them to their appointment. If the person receiving the service is a minor, they may bring an adult guardian, or if the person receiving the treatment is disabled or needs assistance due to health reasons they may bring an adult care provider. Personal Service Providers may consider allowing adult customers to bring their minor children if they have no other childcare options. Anyone entering the establishment must be screened and wear a Face Covering as outlined in Section 1 above and must be included when determining whether the establishment has reached its capacity limit.
- 2.4.** Make any necessary adjustments to the layout of the establishment to allow for proper social distancing. For example, chairs and workstations must be arranged to ensure at least six feet of space between chairs or workstations so that customers are at least six feet from other customers at all times. Establishments should consider additional divider shields or other impermeable barriers where appropriate.
- 2.5.** Establishments should, whenever possible, remove items with surfaces that cannot be cleaned and sanitized properly, including throw pillows, fabric-lined chairs, and fabric seat cushions. Also, establishments must remove other objects from waiting areas like books, magazines, toys, and pamphlets in order to avoid having multiple people touch the same object without it being properly cleaned.
- 2.6.** Establishments must prohibit customers from waiting inside in a waiting area before an appointment. Prohibit customers from congregating in the reception area or elsewhere in the establishment. Have customers 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 and modify the area for adequate minimum six-foot physical distancing, including removing or blocking off chairs and sofas.
- 2.7.** If all or part of a Personal Service Provider's establishment has been vacant or dormant during the Stay-Safer-At-Home Order, then the Personal Service Provider must ensure plumbing is functioning and that pipes are flushed before use. The San Francisco PUC provides guidance for flushing and preparing water systems online at <https://sfwater.org/index.aspx?page=1327>.



- 2.8.** All establishments offering indoor Personal Services must comply with the ventilation protocols at Section 4.i of the Stay-Safer-At-Home Order. Review SFDPH's guidance for improved ventilation available at: <https://www.sfdcp.org/COVID-ventilation>.
- 2.9.** Beginning November 3, 2020, all establishments offering indoor Personal Services to customers who must remove their Face Coverings during the service must conspicuously post signage, including at all primary public entrances, indicating which of the following ventilation systems are used at the facility: open windows/doors; HVAC system that brings in outdoor air; HVAC system that recirculates filtered air; air purifiers; or none of the above. The County is making templates for the signage available online at: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. The templates may be updated from time to time, and businesses are strongly urged to keep informed of those changes and update their signage accordingly.
- 2.10.** Develop a plan and implement sanitization requirements, including:
- 2.10.1.** 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 and between customers.
- 2.10.2.** Ensure Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
- 2.10.3.** 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.
- 2.10.4.** Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers). Microwaves in break rooms or other communal areas may be used if they are disinfected by wiping the interior and exterior with an approved disinfectant after each use. Water coolers may also be used if: (1) touch surfaces are wiped down with an approved disinfectant after each use, and (2) any persons changing a container-type water cooler must wash their hands or use hand sanitizer immediately prior to handling/replacing the water container.
- 2.10.5.** Equip the reception area and all workstations with proper sanitation products, including hand sanitizer and sanitizing wipes. As required by the Social Distancing Protocol, hand sanitizer must be provided for customers at entrances or check-in areas.
- 2.10.6.** Disinfect station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces between use for each customer.
- 2.10.7.** 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.

2.11. 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 between use by different Personnel. 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.

2.12. Remove and prohibit the use of product samples otherwise available in the establishment.

3. Additional Requirements Specific to Hair and Barber Services

[These requirements apply to all Personal Service Providers that work with hair on the face or head, including hair washing and cuts, styling, blowouts, beard grooming, braiding, and weaving/artificial hair integration]

3.1. The customer must wear a Face Covering at all times and it must not be removed during the service. One way to facilitate this is for the service provider to provide the customer a Face Covering that attaches with ear-loops in order to avoid interfering with styling at the back of the head during the service. This rule generally prohibits styling or trimming of facial hair unless it is outside the area covered by a Face Covering.

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. When blow-drying is used, ensure that the dryer is not aimed at other customers or Personnel or take other steps to reduce the risk, such as minimizing the number of customers and Personnel nearby, use of barriers, moving outside for use of the dryer, etc.

3.5. Consider moving certain services that are long in duration, that include blow-drying, or that do not require access to a mirror or other equipment outdoors when possible, which might include use of a hair-dryer or braiding/weaving.

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 out any 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. Dispose of any paper in a trash bin that has a lid and is lined with a disposable plastic bag.

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. Gloves must be replaced between each customer.



- 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 trash bin that has a lid and is lined with a disposable plastic bag.

5. Additional Requirements Specific to Electrology Services

- 5.1. 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 out any 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. Dispose of any paper in a trash bin that has a lid and is lined with a disposable plastic bag.
- 5.2. 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.
- 5.3. 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.
- 5.4. 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. 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 trash bin that has a lid and is lined with a disposable plastic bag.
- 6.5. To reduce the number of touchpoints, remove the nail polish displays. In the absence of a nail polish display, use a color palette, which is to be cleaned and disinfected after each



client use. If the nail polish display cannot be removed, prohibit customers from handling the nail bottles. Nail polishes must 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, because of the inability to provide for adequate physical distancing between Personnel performing those services.
- 6.8. Where feasible, nail salons should consider upgrading existing ventilation to include locally-exhausted nail tables.
- 6.9. Certain services already require use of a respirator by the service provider. Whenever a respirator is required, examine the respirator to see if it has exhaust valves or vents. If so, these should be covered with a separate cloth mask or Face Covering in order to protect the customer and others from focused jets of exhaled air that can escape from valves or vents.

7. Additional Requirements Specific to Body Art Services

[These requirements apply to all Personal Service Providers that perform piercings, tattoos, or other body modifications]

- 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. Body art services for the mouth and nose area are prohibited.
- 7.3. Customers must keep their Face Covering on during the entire body art service.

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. Facial massages must not be performed if it requires removal of the client's Face Covering.



City and County of San Francisco

Department of Public Health Health Officer Directive

- 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.
- 8.7. If the massage provider uses any kind of heating system to warm the room or other equipment, take steps to minimize the risk such as eliminating all use of heating fans that circulate air in a small enclosed area (which is a risk during a lengthy procedure) and using heating pads or heat laps, as appropriate under other guidelines and regulations.

Health Officer Directive No. 2020-30b (Exhibit B) Health and Safety Plan (issued 10/27/2020)

Each Indoor Personal Service Provider must complete, post onsite, and follow this Health and Safety Plan.

Check off all items below that apply and list other required information.

Business/Entity name:

Contact name:

Facility Address:

Email / telephone:

(You may contact the person listed above with any questions or comments about this plan.)

- Personal Service Provider is familiar with and complies with all requirements set forth in Health Officer Directive No. 2020-30b, available at www.sfdph.org/directives.
- Whenever possible, offer services outdoors and indoors to provide customers choice and reduce crowding indoors.
- Complete any necessary adjustments to the layout of the business to allow for proper social distancing, including ensuring customers are always at least six feet from other customers and customers are not waiting in any waiting area before an appointment. List the maximum number that can safely be in the facility at one time here: _____
- Ensure that plumbing is functioning and, if the facility was dormant, the pipes have been flushed. See sfwater.org/index.aspx?page=1327 for more details.
- Reviewed and implemented applicable guidance regarding ventilation for all indoor spaces.
- Added all required COVID-19 signage to entrances and employee break rooms.
- If your business offers services that require customers to remove their Face Covering, add signage regarding ventilation.
- Implement policy to ensure Personnel comply with social distancing requirements and to limit the number of people in the business at a given time, consistent with the requirements in the Stay-Safer-At-Home Order.
- Personnel, members of the public who seek services, and all other people onsite are required to wear Face Coverings as provided in the Face Covering Order and this Directive. Face Coverings must not be removed during services.
- Ensure that Personnel providing services that may require the client to remove their Face Covering have adequate protective equipment, including face shields or goggles. Consider use of N95 masks when performing services on clients who must remove their Face Covering.
- Consider use by Personnel of face shields, goggles, or other eye protection (see Section 1.11 of Appendix A).
- Ensure daily COVID-19 symptom and exposure screening is completed for all Personnel as required by the Social Distancing Protocol (Appendix A of Health Officer Order C19-071) and its **Attachment A-1**. Personnel who answer "yes" to a question

Health Officer Directive No. 2020-30b (Exhibit B) Health and Safety Plan (issued 10/27/2020)

must not come to work. This handout is available online at www.sfcdcp.org/screening-handout.

- Screen all customers and other visitors on the day of the appointment or service prior to coming in to the facility as outlined by the Social Distancing Protocol and its **Attachment A-2**. Any person who answers “yes” to a screening question must have service cancelled or rescheduled. No cancellation or rescheduling fee may be charged in that situation. The customer screening handout is available online at www.sfcdcp.org/screeningvisitors.
- Implement all sanitization requirements as described in this Directive.
- Ensure that Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
- High touch surfaces in common areas must be cleaned and disinfected routinely throughout the day.
- All tools and equipment used for services must be properly cleaned between each use as outlined in the Directive. Whenever possible, prohibit Personnel from sharing equipment, and any shared equipment must be properly sanitized between each use.
- Evaluate and implement available options for allowing customers to complete paperwork electronically before arrival and to check-in for their appointments online.
- Whenever possible see customers by appointment only (and for hair salons and barbershops no walk-ins are allowed under current State of California guidelines).
- Do not allow a service provider to see multiple customers at the same time, and do not allow multiple service providers to work on the same person at the same time.
- Service providers must wear gloves to the extent they are required for certain services by this Directive, and ensure that clean gloves are used for each customer.
- If possible, remove or prohibit use of surfaces that cannot be cleaned and sanitized properly.
- Review and implement all industry-specific guidance in the Directive (Appendix A, Sections 3 through 8).

Additional Measures

Explain:



Notice of Suspension or Restrictions of Indoor and Outdoor Activity

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 Indoors: Personal Services

UPDATED October 27, 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 <https://www.sfdcp.org>.

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.

BACKGROUND: On October 27, 2020, the Health Officer issued [Directive No. 2020-30b](#) 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. All personal service providers must adhere to all state and local regulations.

Primary changes from previous versions:

- This updated TIP Sheet includes best practices for personal service providers who offer services that require the removal of the client's face covering, e.g., facials, hair removal, or beard trims.
- Most indoor personal services may be provided with modifications except body art services for the mouth and nose area. In accordance with the state, body art services around the mouth and nose area are not allowed at this time. All clients must wear their face coverings through the entire service unless otherwise noted.
- 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 and an N95 respirator 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 Tips to keep you, your clients and your Personnel safer.

Indoor Activities Increase COVID-19 Risk

Scientists agree that the risk of transmitting COVID-19 is generally higher indoors than outdoors. Consider the increased risk to yourself and your community before participating in indoor activities.

The COVID-19 virus can travel in the air more than 6 feet and builds up indoors. Generally, whenever possible, choose outdoor activities over indoor activities, and if you need to go indoors, limit your time indoors if you are with people who are not in your household. Avoid enclosed spaces that are crowded and have poor ventilation.



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.

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

Plan and Prepare your space

Review the Tip Sheet for Safer Interactions During COVID-19 Pandemic at www.sfcdcp.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.



The Role of Ventilation

Good ventilation controls droplets and infectious particles to prevent COVID-19 transmission by:

- removing air containing droplets and particles from the room,
- diluting the concentration of droplets and particles by adding fresh, uncontaminated air,
- filtering room air, removing droplets and particles from the air.

Make Necessary Ventilation Improvements, If Feasible, Including

- HVAC systems (if one is present)
 - Ensure HVAC systems are 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 controls” on ventilation systems so that fans operate continuously, independently of heating or cooling needs.
 - 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.

For more information and additional resources, please see the [SFDPH Ventilation Guidance](#)

New Signage Requirement for Providers Offering Services that Require Removal of Face Covering

Beginning November 3, 2020, Personal Service Providers that offer services to customers that require the customer to remove their Face Covering must conspicuously post signage, including at all primary public entrances, indicating which of the following ventilation systems are used at the facility.

The County is making templates for the signage available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. The templates may be updated from time to time, as we learn more about COVID-19 and transmission. Businesses are strongly urged to keep informed of those changes and update their signage accordingly.

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 must wear a face covering at all times.
- Personnel providing services that require the clients to remove their face covering, must be supplied eye protection (goggles or face shield) and an N95 respirator (commonly referred to as an N95 mask). See resources for information on obtaining free PPE.
- 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.

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 20-30b](#).

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 Clients

Conduct wellness checks for everyone (Personnel and clients) before they enter the building. [Instructions for screening clients](#) is attached to the Directive. Screening instructions for Personnel are similar, and may be found at <https://www.sfcddcp.org/screening-handout>

- Encourage your clients to conduct a self-screening before they arrive for their appointment.

Scheduling

- In accordance with the State of California guidance, Hair Salons and Barbershops may see clients



by appointment only. Walk-ins are not permitted at this time. Other Personal Services providers are also strongly encouraged to see clients by appointment only.

- 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.
- Remind clients not to arrive too early for an appointment. Clients may need to wait outside depending on the capacity of the space.

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 do not 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>

Special considerations for Specific Service Types

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

Barber services

- When providing services that require the client to remove their face covering, providers **must** wear eye protection such as a face shield or goggles and an N95 respirator (mask) without a valve.
- It is strongly recommended that providers wear eye protection when providing services to head and neck area and/or if the provider is within three feet of the client for more than 15 minutes.
- Ask your client to limit conversation while they are unmasked. Not speaking is safer.
- Provide your client with a tissue or towel in case they need to cough or sneeze while their face covering is removed.



Esthetic, Skin Care and Cosmetology

- When providing services that require the client to remove their face covering, providers **must** wear eye protection such as a face shield or goggles **and** an N95 respirator.
- It is strongly recommended that providers wear eye protection when providing services to head and neck area and if the provider is within three feet of the client for more than 15 minutes.
- Limit conversation while your client is unmasked. Not speaking is safer.
- Provide your client with a tissue or towel in case they need to cough or sneeze while their face covering is removed. Have the client dispose dirty tissues or towels in a lidded container.
- 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.

Electrology

- Electrologist must wear disposable gloves.
- When providing services that require the client to remove their face covering, providers **must** wear eye protection such as a face shield or goggles AND an N95 mask.
- It is strongly recommended that providers wear eye protection when providing services to head and neck area and/or if the provider is within three feet of the client for more than 15 minutes.
- 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 the client to clean their hands with hand sanitizer or by washing their hands with soap and water prior to service.
- The massage therapist and client must wear a face covering at all times.
- Facial massages are not permitted (per the state) 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

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

A. 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. 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.

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

A. 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).

Q. Are N95 masks required?

A. N95 masks are not required for clients. N95s and eye protection are now required for Personnel who provide allowable services that require a client to remove their face covering. Additionally, continue to follow your industry regulations and use an N95 mask or respirator when required. If you use an N95 mask or respirator with a valve, you must cover the valve with a face covering.

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

Q. Am I allowed to operate both indoor and outdoor personal services?

A. Yes. Operating outdoors is highly encouraged.

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

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

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

A. Current state guidance does not allow piercing of the nose or mouth or any service that requires



the client to remove their face covering.

Q. 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?

A. 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.

Q. Can I provide a service where the client need remove their mask?

A. Yes. Facials, face waxing, beard trims, etc. are allowed with modifications. Providers must wear eye protection and an N95 mask while providing these services. Body Art and Massage Practitioners may not perform services that require a client to remove their face coverings.

Q. Should we vacuum or sweep hair?

A. 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.

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.sfcddcp.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 such as signage in the [COVID-19 toolkit](#).

Cal/OSHA guidance:

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

Free eye protection and other PPE:

- <https://oewd.org/free-ppe-available>