



# Renfrew County and District Health Unit

## COVID-19 Guidance for Personal Service Settings

This guidance describes the requirements of Renfrew County and District Health Unit (RCDHU) for owners/operators to reopen personal service settings while reducing the risk of staff and clients from contracting COVID-19. Personal services settings (PSS) include hair styling and barbering, tattooing, ear and body piercing, electrolysis, nail salons, and esthetic services.

Personal Service Settings must comply with the [PSS Ontario Regulation 136/18](#) in addition to [Ontario's Emergency Orders](#) and guidance from RCDHU. Public Health Ontario provides important infection control direction in the [Guide to Infection Prevention and Control in Personal Service Settings, 3rd edition](#).

### For setting-specific information visit:

- [Hair Salons and Barber Shops COVID-19 Prevention Checklist](#)
- [Nails and Aesthetic Services COVID-19 Prevention Checklist](#)
- [Tattooing and Body Piercing COVID-19 Prevention Checklist](#)

### A. Employee Health Screening and Attendance

- Talk to staff about the changes being made by posting signage, updating information to the website or voice mail, etc.
- Ensure all staff do the [RCDHU Employee Screening](#) before each shift. The questions can be done on paper or ask your staff directly.
- Stagger working hours and shifts to reduce the number of staff working at one time.
- Have a flexible sick policy so staff do not come to work sick.
- Remind employees about the importance of reporting any illness.
- If employees become sick with COVID-19 [symptoms](#) while at work, they should go home right away and [self-isolate](#).
- Instruct staff to call [RC VTAC](#) at 1-844-727-6404, their health care provider or RCDHU at 613-732-3629 ext: 977 to get tested and for advice.

### B. Contact Tracing

- Keep a record of staff and clients (i.e. name, date, time, contact information) to help if RCDHU must perform contact tracing.

### C. Set Up Physical Distancing

- Determine the number of clients allowed on the premises for ease of movement while maintaining two metres of distance from others.
  - Limit appointments to minimize contact between customers and staff.
  - Post physical distancing signage at all entrances, by cashiers or service counters.



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- Provide visible cues such as tape, stickers or safety cones every two metres for customers lining up when waiting outside.
- Place markers or circles indoors so the clients know where to stand when interacting with staff.
- Provide frequent reminders to clients about physical distancing.
- Limit entrances to control staff and customers entering the premise at any given time.
- Clients are strongly discouraged from bringing guests or friends to the appointment. Encourage that children be left at home unless the child is receiving the service.
- Remove non-essential furniture (e.g. waiting room chairs, tables, etc.) to allow ease of movement for physical distancing.
- Install plexiglass and other barriers if possible, where there will be close contact between staff and clients, between workstations and at the checkout.
- Do not have clients wait in a waiting room. Ask clients to call when they arrive and wait outside or in their car.
- Walk-in clients must call from outside the business or in their cars before they can enter.
- Operators are discouraged from providing services to multiple clients at the same time. However, if this is necessary, it is important that hand hygiene be performed between clients (gloves changed if used), equipment is not shared without proper disinfection first, and the 2 metre spacing is maintained between clients.
- Discourage staff from congregating in lunchroom/common areas.
- Use tap features at checkout instead of cash, where possible.

### D. Customer Screening

- Screen clients for COVID-19 symptoms prior to appointment time.
- Place [RCDHU Screening Posters](#) at the entrance to ensure clients do not enter if they have COVID-19 symptoms.
- Clients with symptoms of COVID-19 should not be allowed into the premise.
- Offer to reschedule appointments for clients when they are sick.

### E. Cloth Masks & Face Coverings for Customers

- Cloth masks or face coverings must be worn by customers and staff.
- If a customer does not have a face covering or mask, the operator may want to offer the customer such items to provide the personal service.
- For clients unable to tolerate a mask consider providing service at the end of the day, with no other customers in the location, while keeping a two-metre physical distance as much as possible.

### F. Proper Hand Hygiene, Respiratory Etiquette & Best Practices

- Educate employees on proper hand hygiene and respiratory etiquette.
  - Wash hands frequently with liquid soap and warm water for at least 20

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seconds, before and after the handling of personal protective equipment and after each interaction.

- Cover a cough or sneeze with the elbow or a tissue. Immediately throw the tissue in the garbage and wash hands.
- Provide alcohol-based hand sanitizer (at least 70% alcohol concentration) in a dispenser for staff and customers to use.
- Keep soap and paper towels well stocked.
- Post [Hand Washing](#) , [Cover your Cough](#) and [Hand Sanitizing](#) signage in visible locations.
- All clients should perform hand hygiene when entering premises
- Food/beverages should not be supplied to clients at this time, unless in extraordinary circumstances (e.g. tattooing on a client who feels faint). Clients should not bring outside food or beverages into the PSS unless required for a medical condition.

### G. Proper Use of Personal Protective Equipment (PPE)

- Provide staff training on the proper use of PPE and the importance of other infection prevention and control (IPAC) measures (e.g. hand hygiene, physical distancing).  
**Contact a Public Health Inspector at 613-732-3629 ext: 5 for support.**
- [Non-medical masks or face coverings](#) must be used when physical distancing cannot be maintained and when providing service to customers.
  - Staff should receive clear instructions on the proper use of masks, when and how to safely put on and take off a mask.
- Use of disposable gloves is not a substitute for proper hand hygiene.
  - If employees use gloves, it is important to change gloves when changing tasks, after every client, or more often, as necessary.
  - When gloves are removed, new gloves must be used each time. Wash hands with soap and water for 20 seconds or use hand sanitizer before putting on and after taking off gloves.
- If goggles and face shields are used, they should be labeled to the assigned staff and disinfected daily.
- Employees should not share PPE.

### H. Laundry

- Dirty towels and linens must be placed in a lined laundry bin for washing with hot water and detergent using a washing machine, and then dried on a hot setting.
- Laundry baskets or reusable bags must be sanitized between uses and never used for clean towels/capes.
- Use a clean cape for each client, and use a disposable barrier between the client and their skin. Clean and disinfect capes between clients.
- Use a clean towel, not a neck brush, to remove loose hair.



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### I. Enhanced Cleaning and Disinfection

- Cleaning, disinfecting or sterilization of items should continue as indicated in the [Guide to Infection Prevention and Control in Personal Service Settings, 3rd edition](#). Including tools, equipment, shampoo bowls, manicure tables, chairs, workstations, etc., and other products between every client/after every use.
- Ensure high touch areas and all equipment are thoroughly cleaned and disinfected before opening.
- Remove magazines and all soft/porous items (cushions, rugs) that are difficult to sanitize.
- When scheduling appointments, allow additional time between clients for proper cleaning and disinfection of workstations and equipment.
  - Ensure frequent [cleaning and disinfecting](#) of high-touch surfaces and common areas such as door handles, counters, cabinet doors, light switches, faucets, toilet handles, handrails, touch screen surfaces and keypads, etc.
  - Where possible, use disposable, single-use supplies.
  - Commonly used cleaners and disinfectants are effective against COVID-19.
  - Use only disinfectants that have a Drug Identification Number (DIN) or Natural Product Number (NPN) that confirms it is approved for use in Canada. Health Canada options can be found at [Hard-Surface Disinfectants](#).
  - Check the expiry dates of products you use, and always follow the manufacturer's instructions for preparation and the surface contact time needed for disinfection.
  - See [Mixing of Chlorine Bleach Solutions for Disinfecting](#).
- Ensure single-use items, including gloves, are discarded immediately after use to reduce the risk of contamination. Garbage bins should be lined and disposed of regularly. Disposable masks may be re-used between clients if they are visibly clean and are not moist from breathing. These masks must still be disposed of at the end of the day.

### J. Resources and Signage

- [RCDHU Employee Screening Form](#)
- [RCDHU Screening Poster for Retail Entrances](#)
- [RCDHU Physical Distancing](#)

**More information:** For assistance related to cleaning practices or wearing personal protective equipment (gloves, masks, etc.) contact the Health Unit at 613-732-3629. Operators who need support finding personal protective equipment can contact the provincial government for further information at <https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus> or call 1-888-777-0554. Visit our website at [www.rcdhu.com](http://www.rcdhu.com).