



Personal Care Services Overview

According to [Pennsylvania's Phased Reopening Plan](#):

- In both the “Red” and “Yellow” phases, personal care services, including spas, hair salons, nail salons, and other entities that provide massage therapy, will remain closed.
- In the “Green” phase, personal care services are permitted to operate at 50% occupancy and by appointment only.

Utilize the following tips from the [American Industrial Hygiene Association \(AIHA\)](#) to ensure safe practices.

These materials and any related updates are provided and intended for general public informational purposes and guidance. While intended to be timely and accurate, please note that federal and state regulations and directives are changing often. To that extent, please continue to monitor this site for any significant modifications and developments.

Employer Tips and Guidelines

- Consistently monitor employee wellness and do not let anyone symptomatic report to work. Revisit your leave or sick program to allow for this time off.
- Conduct employee temperature screening and wellness checks before each shift. Employees can self-check temperature.
- Employees who monitor their temperature at home should update their supervisor if they have a temperature exceeding 100.4 degrees Fahrenheit and stay home.
- Limit the number of customers in the shop at one time. Only those customers that are actually getting their hair or nails done should be inside the premises. There is no need to check in at a front desk.
- Consider establishing a process for clients to remain in their cars or outside the salon until they are notified either by text or phone call that their chair is open and disinfected.
- Establish an isolated area for all delivery companies to drop off materials and supplies to minimize their presence in the salon.
- Establish pre-pay systems or self-checkout systems (e.g., portable credit card portals at each chair which are cleaned after each use). Discourage the use of cash. If a pre-pay system is not feasible, place a plexiglass partition between cashiers and customers.
- Customers should use his/her/their own pen to sign credit card authorization. If pens must be used and provided by the salon, they should be disinfected between each use.
- Provide and/or require employees to wear face coverings.

- Since the 6-foot social distancing guideline is not practical in nail salons, to minimize facial contact, wear a face shield or install a plastic partition between the employee and client with ample space cut out to conduct work.
- Require all clients to wash their hands or use hand sanitizer before working on their nails.
- Limit face-to-face interaction as much as possible when cutting or working on hair (e.g., stand behind the client as much as possible and always wear a face mask). Consider wearing a face shield as well to further protect the client.
- As an initial step with each client, thoroughly wash their hair and dry with a towel before performing any work.
- Train staff on proper social distancing relative to other customers in the shop that are not their direct clients.
- Use social media and other communication to educate customers/clients on the steps being taken for their protection and what they need to do to protect staff as well.
- Discourage customers from touching items they don't intend to purchase unless absolutely necessary.
- Maximize fresh air to the customers and staff and properly utilize ventilation systems.
- Avoid using fans that blow from one person directly to another individual.
- Establish a disinfection routine. Hair dressing and salon chairs/seats, combs and other hair styling tools, point of purchase, and credit card payment stations should be disinfected after each customer.
 - Consider covering chairs in a non-porous material for easy clean up or use a disposable cover as used in dentist or medical offices.
 - Clean HVAC intakes and returns daily.
 - Consider using a checklist or audit system to track how often cleaning is conducted.
- Wipe down/disinfect all cutting and other tools (e.g., combs, brushes, etc.) between clients and at the beginning and end of each shift. Alternatively, stylists should have ample supply of combs and other tools at their disposal that can be washed at the end of the day.
 - All nail tools should be disinfected between use or be single-use only. Consider allowing return customers the option to buy their own nail tool kit.
- Smocks, towels, work clothing, etc. should be placed in plastic bags after each use, treated as potentially contaminated, and laundered.
- Upon time of procedure, stylists should use a paper neck strip to help ensure proper hygiene with the client.
- Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible. Place a trash can by the door if the door cannot be opened without touching the handle.
- For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles.
- Consider providing a key so disinfection measures can be better controlled.
- Place signs indicating that toilet lids (if present) should be closed before flushing.
- Place signs asking customers and employees to wash hands before and after using the restroom.
- Provide paper towels in restrooms and disconnect or tape off hand air dryers.
- Establish a "before and after service" hand washing or sanitizing protocol for all staff.

- Provide hand washing stations at the front of the establishment or alternatively, hand sanitizer if not feasible for all clients that enter the shop. Upon exiting the bathroom, upon entering and before leaving salon, provide hand sanitizer for clients to disinfect their hands completely. Provide hand sanitizer at the point of purchase.
- If an employee is sick or receives any kind of testing (virus or antibody), results should be reported to employer and timing/decision to go back to work should only be with doctor's approval.
- Require the use of gloves for all staff and ensure that the gloves are changed after each client
- Provide instruction and training to employees on how to handle their work clothing properly at home if laundry service is not provided, properly put on and remove gloves, clean and disinfect surfaces according to product specifications, and correctly use face coverings and/or respirators.
- Provide Safety Data Sheets for cleaning chemicals and ensure employees are aware of the hazards of use.
- Single-use items and used disinfection materials can be treated as regular waste, following regular safety guidelines when handling these materials.
- Cloth materials (smocks, aprons, towels, work uniforms, etc.) should be washed and dried on the highest temperature setting allowable for the fabric.
- Communicate to customers what the salon is doing to mitigate the spread of COVID-19.
- Consider communicating to clients when it may not be a good idea to come into the salon. A questionnaire or checklist could be used to clear clients to enter the salon.
- Communicate that the salon has the right to refuse service to anyone exhibiting symptoms or not following guidelines (e.g., physical distancing, wearing a face mask, etc.).

How Employees Can Protect Themselves

- Evaluate your health constantly. Self-monitor your temperature every morning. Employees who have a temperature exceeding 100.4 degrees Fahrenheit should stay home and notify their supervisor. Also stay at home if you are sick, if someone at home is sick, or if you have allergies and sneezing. NOTE: Employer HR Policies, HIPPA guidelines and other laws should be followed at all times.
- Wear a face covering or mask at all times at work and when out in public.
- Maintain physical distancing.
- Wash your hands when you arrive at work, after each customer, after touching your face or face covering, and before you leave work.
- Wear gloves at all times at work. Change out gloves between customers and wash your hands.
- If provided, wear a face shield when working with clients and disinfect appropriately.
- Let your employer know if you have concerns about the PPE that may be provided to you and that you are properly instructed on how to use it.
- Carry a towel, and if you get the urge to sneeze or cough, cover your nose, mouth and mask, attempt to delay the urge to sneeze or cough, immediately leave the building, and wash your hands and face thoroughly before going back into the workspace.

If an Employee Tests Positive

- If the individual receives a positive test notification while at work, follow established Human Resources policy. If the individual receives a positive test notification while NOT at work, the individual should follow established Human Resources policy, stay home and self-isolate in accordance with Chester County Health Department guidance.
- Close off areas visited by the positive individual. Refer to the [CDC's general cleaning & disinfecting guidance](#) and [guidance in facilities where someone is sick](#).
- Determine who had contact with the positive individual during the time the individual had symptoms as well as 48 hours prior to symptoms. Notify employees who were in close contact with the confirmed individual while maintaining confidentiality as required by the Americans with Disabilities Act (ADA).
 - People who had close contact must self-quarantine for 14 days from the date of last contact with the positive individual.
 - "Close contact" is defined as having contact for more than 15 minutes, at a distance of 6 feet or less, with a positive individual.
- Individuals may discontinue home isolation and return to work under the following conditions:
 - At least 3 days (72 hours) have passed since your fever went away without the use of fever-reducing medication
 - AND improvement in respiratory symptoms (e.g., cough, shortness of breath)
 - AND At least 10 days have passed since symptoms first appeared.
- After returning to work, individuals should:
 - Wear a facemask at all times while at work until all symptoms are completely resolved or until 14 days after illness onset, whichever is longer.
 - Be restricted from contact with individuals at a higher risk (e.g., older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness).
 - Adhere to hand hygiene, respiratory hygiene, and cough etiquette (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles).
 - Self-monitor for symptoms. Seek immediate re-evaluation from occupational health/primary care provider and do not work if symptoms recur or worsen.
- The Chester County Health Department will be notified of all confirmed cases through established disease reporting protocols and will follow-up with the individual appropriately. Contact the Chester County Health Department at 610-344-6225.

Supporting Customers and Clients

- Stay at home if you are sick, if you have a fever, if someone at home is sick, if you have allergies and sneezing. Reschedule your appointment for a later date.
- Do not enter the salon until your chair is open and it has been disinfected.
- Limit the items you touch within a salon to items you select to purchase.
- Wear a face covering or something better if you have it, probably the style that wraps behind the ears (otherwise, certain face covering styles may interfere with the performance of the haircut or color treatment).
- Wash your hands before and after you leave the building if possible. If not, use hand sanitizer when you enter and before you leave the building.

- Maintain a distance of at least 6 feet from other customers and other employees when walking throughout the salon to the extent possible.
- If you get the urge to sneeze or cough, cover your nose, mouth, and mask with a covering such as a napkin or handkerchief, attempt to delay the urge to sneeze or cough, immediately leave the building, and wash your hands and face thoroughly before returning.