

COVID-19 Guidelines for Personal Service Settings

Ontario's [Roadmap to Reopen](#) is a three-step plan to safely and gradually lift public health measures. For the most up to date timelines for moving between steps, visit the [Roadmap](#).

This document provides an overview of general rules and guidance applicable to Ontario's Reopening Plan.

For an Overview of Provincial Rules **specific to the current Reopening Step**, visit:

- [COVID-19 public health measures and advice](#)

This document provides Public Health recommendations for opening under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#). The recommendations described here may be subject to changes, or additions, based on any new requirements set out in the [Provincial Emergency Orders](#).

Public Health does not approve plans or provide advice regarding your ability to operate, and it remains the business' responsibility to ensure compliance with all applicable laws.

Rules Specific to Reopening Steps 1, 2 and 3

For an overview of Provincial Rules currently in effect, including sector specific information for restaurants and other food premises, review [COVID-19 public health measures and advice](#).

For detailed regulatory requirements under each step, owners and operators should review:

- Rules for Step 1*: [Ontario Regulation 82/20 – Schedules 6-10](#)
- Rules for Step 2*: [Ontario Regulation 263/20](#)
- Rules for Step 3*: [Ontario Regulation 364/20](#)

*Business owners and operators should check back routinely for updates to the above regulations. For an overview of each step, visit [Ontario's Roadmap to Reopen](#).

Personal Service Settings must comply with the [PSS Regulation](#) in addition to Ontario's [Emergency Orders](#) and direction from [Wellington-Dufferin-Guelph Public Health \(e.g. Section 22 Orders\)](#).

It remains the responsibility of the business to ensure they are following health and safety precautions, and are in compliance with the appropriate regulatory requirements.

Brief Overview of Rules Specific to Step 3

Under Step 3 – Businesses offering personal care services (e.g., personal service settings), may open if they comply with conditions laid out in [Ontario Regulation 364/20 Rules for Areas in Step 3](#). These conditions include, but are not limited to:

- Persons who provide personal care services in the business must wear appropriate personal protective equipment.
- Capacity limits must ensure all members of the public are able to maintain a physical distance of at least 2 meters from every other person in the business or facility.
- Post capacity limit at entrance
- Oxygen bars must be closed
- Actively screen [employees](#) and [customers/clients](#)
- Appointments required
- Services requiring the removal of a face covering are permitted. The face covering may only be removed by the patron temporarily while receiving the service requiring the removal of the face covering. Otherwise, face coverings must be worn at all other times. See guidance below for mask and eye protection requirements for staff providing services.
- For complete requirements and details, see [Ontario Regulation 364/20 Rules for Areas in Step 3](#).

***Please review the remainder of this document for other rules that are applicable to all steps of the Reopening Plan as well as additional details to support implementation of the above.**

COVID-19 Transmission

Respiratory transmission: [COVID-19](#) is an illness that is spread mainly from person-to-person through close contact from respiratory droplets of someone with COVID-19. The respiratory droplets can travel up to 2 m / 6 ft when we cough, sneeze or talk.

Contaminated surfaces: It is possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or eyes. This new coronavirus can survive on plastic and stainless steel surfaces for [up to 72 hours](#).

Prepare a Safety Plan

- Prepare and make available a safety plan including, but not limited to:
 - Describe the measures and procedures which have been implemented or will be implemented in the establishment to reduce the transmission risk of COVID-19,
 - Describe how the requirements under O. Reg 364/20 will be implemented by including screening, physical distancing, masks or face coverings, cleaning and disinfection of surfaces and objects and the wearing of personal protective equipment,
 - The safety plan shall be in writing and shall be made available to any person for review or request, AND
 - A copy of the safety plan must be posted in a conspicuous place where it is most likely to come to the attention of individuals working in or attending the location

Personal Protective Equipment (PPE) – Masks and Eye Protection

- 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).
- Ensure employees and customers adhere to face covering and eye protection rules under Ontario Regulations for Steps 1, 2 and 3, and also under [Updated Section 22 Class Order](#) requiring persons inside an establishment to wear face coverings **anytime more than one person is inside a room (including staff only areas)**.
- Please review the [Section 22 Class Order](#) for details on people who are exempt from wearing a face covering and for when a face covering can temporarily be removed (to provide permitted services provided by the establishment that require the removal of a face covering).
- [Proof of exemption from mandatory face mask order not required](#)
- Post [signs](#) at entrances to inform customers about the Section 22 Order.
- Staff must use a [mask/face covering](#) at all times while providing services and are changed when they become damp or soiled. Used masks are laundered or discarded appropriately.
- **Eye protection** (e.g., goggles or face shield) **and a face covering is required where patrons without face coverings are within 2 metres of workers. It is also strongly recommended that workers wear eye protection** (e.g., goggles or face shield) **and a face covering while working within 2 meters of anyone, even when both are wearing face coverings.**
 - Staff should receive clear instructions on the proper use of PPE, when and [how to safely put on and take off a mask](#).
 - Goggles or face shields should be labeled to the assigned staff and cleaned and disinfected after each use. A mask or face covering must also be worn when using goggles or face shields.
 - For additional guidance around eye protection, visit: [Guidance for protective eyewear](#)

- Not all customers will be able to tolerate a mask. Alternative ways to provide service to these individuals should be considered. For example, providing service at the end of the day, with no other customers in the location, and keeping a 2-metre physical distance as much as possible.
- 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.

Employee Screening and Attendance

- Communicate to staff about the changes being made to protect them against COVID-19 with training, by posting signage, etc.
- All employees must be actively screened for COVID-19 before they are permitted entry into the workplace. Screening should occur before or when a person enters the establishment. The following online screening tools can be used to support the screening requirements (can be completed on a paper-based questionnaire, asked directly with answers recorded, or be completed electronically ahead of arrival):
 - [COVID-19 Worker and Employee Screening Tool](#)
Staff can be instructed to complete the above online tools and bring a copy of the result by saving the result on their mobile device or by printing out their result to bring in.
- Employers/employees should not work if they are not feeling well or have COVID-19 symptoms
 - If an employee/employer becomes sick with COVID-19 symptoms while working, they should go home immediately and [self-isolate](#).
 - Employers/employees experiencing symptoms should visit an [assessment centre](#) for testing.
- **An individual that lives with someone who has symptoms must also stay home, [as per the following Provincial direction](#):**
 - Everyone in your household must stay home if anyone has COVID symptoms or is waiting for test results after experiencing symptoms.
 - Stay home until the person with symptoms gets a negative COVID-19 test result, or is cleared by public health, or is diagnosed with another illness.
- Individuals should not work if they have traveled [outside of Canada](#) in the past 14 days.
- Establish criteria for employees who have been sick to return to work:
 - Employees who tested positive for COVID-19 are able to return to work following the guidance from Public Health, as outlined in the [WDGPH Guidance for Testing Positive and Contact Tracing](#).
 - If the sick employee receives a negative COVID-19 test **AND** they have not been identified as a “close contact” of someone with COVID-19 within the past 14 days, they can return to work after they are symptom-free for at least 24 hours.

- Clearance tests are not required for return to work.
- Have a flexible sick policy so staff do not come to work sick.
- Remind employees about the importance of reporting illness to their supervisor/manager.

Customer Screening and Contact Information

- **Record the name and contact information of every client**
 - Maintain the records for at least one month
 - Only disclose the records to a medical officer of health or an inspector under the Health Protection and Promotion Act on request for a purpose specified in section 2 of the that Act or as otherwise required by law
- **Screen** clients for COVID-19 symptoms when booking appointments and upon arrival.
 - For example, requiring patrons to complete the [Ontario Online COVID-19 Self-Assessment](#) upon entrance.
 - Ensure [screening signage](#) is posted instructing people with symptoms not to enter.
- Clients are informed that a mask/face covering is worn for the duration of their appointment. For clients who cannot tolerate a mask/face covering, the appointment should be made at the end of the day when there are no other clients on-site.
- Ensure that you have scheduled sufficient time between appointments to clean and disinfect equipment and workstations between clients.
- Place [posters](#) at the entrance to ensure clients do not enter if they have COVID-19 symptoms.
- People with symptoms of COVID-19 should not be allowed into the premise.
- Offer to reschedule appointments for clients if they are showing any symptoms or sick.

Preventing COVID-19 Outbreaks

- Maintain records of staff and clients to support Public Health contact tracing efforts (i.e., name, date, time, contact information).
- If a client or staff test positive for COVID-19, Public Health will investigate and notify staff and clients who may have been exposed. This may include instructions for staff and clients to self-isolate or self-monitor for [COVID-19 symptoms](#).
- Anyone with symptoms should get tested and stay home.
- Public Health will advise of any additional cleaning and disinfecting measures needed to reduce the risk of spread in the premise.

Measures to Encourage Physical Distancing

- Determine the number of clients allowed on the premises for ease of movement while maintaining 2 metres of distance from others.
 - **Operators are advised to visit the Regulation currently in force for Step 2 or 3 or Reopening (see page 1 for links) for specific capacity limits for each Step**
- Take a walk through the premise/workplace to identify areas needing adjustments, to reduce the spread of COVID-19, based on public health requirements.
- Stagger or adjust working hours and shifts to reduce the number of staff in your business.
- Communicate to clients about the changes you have made to protect against COVID-19, including by [posting signage](#), updating information to your website or voice mail, etc.
- Limit entrances to control staff and customers entering the premise at any given time.
- Limit customer appointments to allow adequate space to maintain physical distancing between customers and staff.
- Do not allow clients to bring guests. A child may be accompanied by an adult if the appointment is for the child. Children should not accompany a parent/guardian to the adult's appointment. All individuals, including a parent/guardian accompanying a child, are to be screened for COVID-19 prior to entry.
- Post [physical distancing signage](#) at all entrances, by cashiers or service counters.
- Provide visible cues such as tape, stickers or safety cones every 2 m for customers lining up when waiting outside.
- Place markers on floors indoors so clients know where to stand when interacting with staff.
- Remove non-essential furniture, to allow ease of movement for physical distancing.
- Install [plexiglass and other impermeable barriers](#) if possible, where there will be close contact within two metres between staff and clients, between workstations and at the checkout.
- Waiting area capacity should be limited as much as possible. Clients should wait outside until called for their appointment.
- Staff should remind clients to stay 2 metres apart, as much as possible.
- Discourage staff from congregating in lunchroom/common areas.

Hand Hygiene and Respiratory Etiquette

- According to [Section 22 of the Health Protection and Promotion Class Order](#) alcohol-based hand sanitizer (Health Canada approved) must be available at all entrances and exits.
- Educate employees on proper hand hygiene and respiratory etiquette.
 - Wash hands with liquid soap and warm water for at least 15 seconds often, and before and after the handling of personal protective equipment and after each interaction.
 - Cover cough or sneeze with the elbow or a tissue. Immediately throw the tissue in the garbage and wash hands.

- Ensure to replenish liquid soap and paper towels throughout the day.
- Post [Hand Washing](#), [Cover your Cough](#) and [Hand Sanitizing](#) signage in visible locations.

Laundry

- Dirty towels and linens must be placed in a lined laundry bin for washing with hot water and detergent using a washing machine. Dryers should be used as the heat helps to further kill viruses.
- Laundry baskets or reusable bags used for dirty towels and linens are cleaned and disinfected or laundered between uses and should not be used for clean towels/linens.
- Towels should be clearly separated (clean and used) and appropriately laundered between uses (using laundry detergent, hot water 60°C to 90°C and dried well).

Enhanced Cleaning and Disinfection

- Cleaning, disinfecting or sterilization of items should continue as indicated in the Personal Services Setting Regulation, including tools, equipment, shampoo bowls, manicure tables, chairs, workstations, etc., and other products after every use.
- Ensure high touch areas and all equipment are thoroughly cleaned, disinfected, or sterilized before opening.
- Remove magazines and soft/porous items such as cushions and rugs that cannot be cleaned and disinfected.
- When scheduling appointments, allow additional time between clients for proper cleaning and disinfectant of workstations and equipment.
- Ensure twice daily and when visibly soiled [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.
- 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.
- Check the expiry dates of products you use, and always follow the manufacturer's instructions regarding application and required contact time.
- Chlorine bleach solutions may be prepared and used for disinfection if appropriate for the surface.
- Ensure single-use items, including masks and gloves, are discarded immediately after use to reduce the risk of contamination. Garbage bins should be lined and disposed of regularly.

Other Resources and Signage for your Workplace

- [WDGPH Workplaces and Businesses webpage](#)
- [Signage for workplaces.](#)
- [Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition](#)
- [Province of Ontario Guidance to Prevent COVID-19 in the Workplace](#)
- [Canadian Centre for Occupational Health and Safety COVID-19 Tip Sheets](#)

Adapted with permission from Toronto Public Health.