

Phase Two Guidance Coronavirus 2019 (COVID-19): Guidance for Personal Services

During Phase Two, the public and businesses will be required to adopt new behaviors and rigorous safeguards to reduce risk for all. **Personal service establishments (e.g., barbershops and hair salons, nail salons, wax salons, and massage and health spa establishments) may allow services by appointment only and with strong safeguards and physical distancing; however, showers, saunas and steam rooms remain closed during Phase Two.** If providing services in Phase Two, the following measures should be implemented to help reduce the risk of COVID-19 transmission amongst employees, clients, and the community. For additional information, visit <https://coronavirus.dc.gov/phasetwo>.

Please note that any individual experiencing symptoms of COVID-19, or recently exposed to someone diagnosed with COVID-19, should not work in or visit the personal service establishment due to the risk of exposing others. Symptoms of COVID-19 may include: fever (subjective or 100.4 degrees Fahrenheit), chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, diarrhea, or otherwise feeling unwell.

Employees and Customers Should Practice Everyday Prevention Measures

- **Stay at home if you are sick** or were recently exposed to someone with COVID-19.
- Stay at least 6 feet from other people when possible and allow no more than 1 client per stylist/barber/massage therapist/professional service technician in the workplace.
- Employees and clients should wear a cloth face covering at all times.
 - If respirators or facemasks are required for the job tasks, those items should still be worn (cloth face coverings are not an appropriate substitute in these cases). Respirators without valves are recommended to prevent the spread of COVID-19.
 - When scheduling appointments via telephone or online, ask clients to wear a cloth face covering when they enter the business and while they receive services.
- Perform frequent hand hygiene (with soap and water or alcohol-based hand sanitizer).
 - Key times to perform hand hygiene include:
 - Before eating food,
 - After using the toilet,
 - Before and after putting on, touching, or removing cloth face coverings,
 - Before and after work shifts and work breaks,
 - Before and after services to each client,
 - After handling client belongings, and
 - After blowing your nose, coughing, or sneezing.

Considerations for Employers

- Provide supplies to allow for frequent hand hygiene (e.g., soap and water or alcohol-based hand sanitizers with at least 60% alcohol) at each workstation and in client areas (e.g., checkout spaces and waiting areas).
- Provide staff with appropriate personal protective equipment (e.g., masks, gloves) and cloth face coverings.
- Gloves should be worn as indicated per routine job responsibilities and changed between clients.
- Employees should use fresh smocks and provide clean linens (like towels) for each client.
- Provide face shield or goggles for activities that require close, extended contact with clients (<6 feet for more than 15 minutes).

- Implement leave policies that are flexible and non-punitive, and allow sick employees to stay home. Leave policies should account for the following circumstances.
 - Employees who report COVID-19 symptoms
 - Employees who were tested for COVID-19 and test results are pending
 - Employees who tested positive for COVID-19
 - Employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members
- Stagger shifts, start times, and break times as much as possible.
- Educate employees about COVID-19. Refer to <https://coronavirus.dc.gov> for more information.
- **For additional information specific to nail salons**, see the Centers for Disease Control and Prevention (CDC) website at <https://cdc.gov/coronavirus/2019-ncov/community/organizations/nail-salon-employers.html>.

Avoid Close Contact and Reduce Touchpoints

- Arrange workstations, common areas, break rooms, and other areas of the business to ensure at least 6 feet between clients and employees. Install transparent shields or other physical barriers where social distancing is not an option.
- Use visual cues to help prevent congregating in waiting areas or checkout areas. Remove chairs from waiting areas to ensure people do not sit close together or wait in groups.
- Move retail inventory to “no-touch” areas (i.e., behind a counter).
- Implement payment via digital platforms, as much as possible.
- Remove high touch items that are not able to be cleaned or disinfected from the service areas of the business (e.g., magazines, newspapers).
- Ensure there is adequate ventilation in any room where services are provided.

Screening and Monitoring for Symptoms

- Perform screening (e.g., symptom questionnaires) of employees daily, prior to entering the business, over the phone or in person.
- Screen clients prior to appointments, prior to entering the business, over the phone or in person.
- Place a sign at the business entrance to inform staff and clients of screening procedures.
- Maintain a daily record of individuals in the business for at least 30 days.

Clean and Disinfect

- Business should have a comprehensive plan for cleaning and disinfecting high traffic and high touch surface areas (e.g., counters, payment kiosks, restroom, etc.) routinely throughout the day, and in between client use.
- Scheduling should allow for adequate time to clean and disinfect between clients.
- Launder all employee smocks and client towels following the manufacturer’s instructions on the warmest setting possible.
- For more information about cleaning and disinfecting businesses and disinfectants that are effective against the virus that causes COVID-19, see the CDC website: <https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>.

Building Considerations

- If the building was closed for an extended period of time, remember to check HVAC systems and ensure all water systems are safe to use. For more information, see CDC’s Guidance for Reopening Buildings after Prolonged Shutdown or Reduced Operation: <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>.

Establish a Plan for COVID-19 Exposure

- Establish a plan in the event that an employee or patron is diagnosed with COVID-19.
- Identify a point of contact at the establishment that an employee can notify if they test positive for COVID-19 and choose to disclose this information.
- If an individual develops any of the symptoms above during the workday, there should be a plan in place for that individual to immediately isolate, notify their supervisor, and leave the facility.
- If an employee chooses to report to the establishment that they are positive for COVID-19, the establishment should have a notification process to share the following with staff:
 - Education about COVID-19, including the signs and symptoms of COVID-19.
 - Referral to the Guidance for Contacts of a Person Confirmed to have COVID-19, available at <https://coronavirus.dc.gov>.
 - Information on options for COVID-19 testing in the District of Columbia, available at <https://coronavirus.dc.gov/testing>.
- Establishments should notify DC Health when:
 - An employee notifies the establishment they **tested positive for COVID-19** (not before results come back)
AND
 - the employee had extensive contact with patrons.
OR
 - If a patron notifies the establishment they tested positive for COVID-19.
 - Notify DC Health by emailing coronavirus@dc.gov with the following information:
 - “COVID-19 Consult” in the email subject line
 - Name and direct phone number of the best point of contact at the establishment for DC Health to return the call
 - Estimated number of patrons/visitors potentially exposed
 - Most recent date the employee/patron visited the business
 - Short summary of incident/situation
 - An investigator from DC Health will follow-up within 24 hours to all appropriately submitted email notifications.

The guidelines above will continue to be updated as the outbreak evolves. Please visit <http://coronavirus.dc.gov> regularly for the most current information.