

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

During Phase Two, the public and businesses must 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 must remain closed during Phase Two.** If providing services in Phase Two, **the following measures must be implemented to help reduce the risk of COVID-19 transmission amongst employees, clients, and the community.** For additional information, visit coronavirus.dc.gov/phasetwo.

Please note that any individual experiencing symptoms of COVID-19, or recently exposed to someone diagnosed with COVID-19, must 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 Must Practice Everyday Prevention Measures

- **Stay at home if you feel unwell** or were recently exposed to someone with COVID-19.
- **Practice social distancing.** 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 **must wear a cloth face covering or mask** at all times.
 - Masks protect the wearer and protect other people.
 - If respirators or facemasks are required for the job tasks, those items must 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, inform clients that they are required 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

- Employers must 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).
- Employers must provide staff with appropriate personal protective equipment (e.g., masks, gloves) and cloth face coverings.
- Gloves must be worn as indicated per routine job responsibilities and changed between clients.

- Employees must use fresh smocks and provide clean linens (like towels) for each client.
- Employers must provide face shields 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 that allow sick employees to stay home. Leave policies are recommended to account for the following:
 - 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 are a close contact of someone 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
- Keep abreast of current law, which has amended both the DC Family and Medical Leave Act and the DC Sick and Safe Leave Law and created whole new categories of leave, like Declared Emergency Leave.
- Learn about and inform your employees about COVID-related leave provided through new federal law, the Families First Coronavirus Response Act (FFCRA) and all applicable District law relating to sick leave
- Employers must stagger shifts, start times, and break times as much as possible.
- Employers must educate employees about COVID-19. Refer to coronavirus.dc.gov for more information.
- For additional information specific to nail salons, see the Centers for Disease Control website at cdc.gov/coronavirus/2019-ncov/community/organizations/nail-salon-employers.html

Avoid Close Contact and Reduce Touchpoints

- Employers must arrange workstations, common areas, break rooms, and other areas of the business to ensure at least 6 feet between clients and employees. Transparent shields or other physical barriers must be installed 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.
- Retail inventory must be moved to “no-touch” areas (i.e., behind a counter).
- Implement payment via digital platforms, as much as possible.
- High touch items that are not able to be cleaned or disinfected must be removed from the service areas of the business (e.g., magazines, newspapers).
- There must be adequate ventilation in any room where services are provided.

Screening and Monitoring for Symptoms

- Employers must perform screening (e.g., symptom questionnaires) of employees daily, prior to entering the business, over the phone or in person.
- Clients must be screened prior to appointments, prior to entering the business, over the phone or in person.
 - For **Screening Tool Guidance**, visit coronavirus.dc.gov/healthguidance
- Employers must place signage at the business entrance to inform staff and clients of screening procedures.
- Employers must maintain a daily record of individuals in the business for at least 30 days to assist with contact tracing.

Clean and Disinfect

- Business must 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 must allow for adequate time to clean and disinfect between clients.
- All employee smocks and client towels must be laundered 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: [cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html](https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html)

Building Considerations

- Consider making the following improvements to improve building ventilation ([cdc.gov/coronavirus/2019-ncov/community/guidance-business-response](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response)):
 - Increase circulation of outdoor air as much as possible, for example by opening windows and doors.
 - Do not open windows and doors if doing so poses a safety or health risk (e.g., risk of falling, triggering asthma symptoms).
 - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level for each space.
 - Improve central air filtration to the highest compatible with the filter rack, and seal edges of the filter to limit bypass.
 - Increase ventilation rates.
 - Check filters to ensure they are within service life and appropriately installed.
 - Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space.
- Consult with a specialist to see what works for your building if activities are indoors, increase circulation of outdoor air as much as possible by opening windows or exterior doors if possible.
- 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: [cdc.gov/coronavirus/2019-ncov/php/building-water-system.html](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 client 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 must 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 must 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 [coronavirus.dc.gov](https://www.coronavirus.dc.gov).
 - Information on options for COVID-19 testing in the District of Columbia, available at [coronavirus.dc.gov/testing](https://www.coronavirus.dc.gov/testing).
- Refer to the guidance "First Steps for Non-Healthcare Employers when Employees Test Positive for COVID-19" at [coronavirus.dc.gov/healthguidance](https://www.coronavirus.dc.gov/healthguidance).
 - A close contact is someone who was within 6 feet of a person who tested positive for COVID-19 for at least 15 minutes over a 24-hour period, during that person's infectious period.

- The infectious period starts two days before symptom onset and typically ends 10 days after symptom onset (or test date for people who do not have symptoms).
- Establishments must notify DC Health when:
 - An employee who interacts frequently with clients notifies the establishment they tested positive for COVID-19 (not before results come back)
 - OR**
 - If a client who was at the establishment **during their infectious period** notifies the establishment they tested positive for COVID-19.
- Notify DC Health by submitting an online form on the DC Health COVID-19 Reporting Requirements website dchealth.dc.gov/page/covid-19-reporting-requirements:
 - Submit a **Non-Healthcare Facility COVID-19 Consult Form**.
- An investigator from DC Health will follow up within 24 hours to all appropriately submitted inquiries. Please note this time may increase as cases of COVID-19 increase in the District.

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