COVID-19 Industry Guidance: Expanded Personal Care Services

What types of businesses qualify as Expanded Personal Care Services?

- Estheticians
- Skin Care and Cosmetology services
- Electrology (permanent hair removal)
- Nail Salons
- Body Art Professionals
- Tattoo Parlors
- Piercing Shops
- Massage Therapy (including non-healthcare settings)
- Businesses Offering facials, electrolysis, and waxing

What can businesses do to maintain physical distancing requirements?

- Maintain a distance of six feet between workstations at all times. If this is not possible, use impermeable barriers between work stations to protect customers and employees.
- Stagger appointments to reduce interaction and congestion and congregation.
- Those who do not reside within each other’s immediate household should maintain six feet of distance from one another as much as possible.
- Staff and customers should be discouraged from touching their eyes, nose, and mouth using verbal and visual cues (e.g., signage, reminders, etc.).
- Consider servicing fewer customers each day to allow for easier physical distancing and the increased cleaning necessary to stop the spread of COVID-19.
- Discontinue or limit capacity in reception areas to discourage congregation. Remove chairs, sofas, or couches, or space them far enough apart to maintain six feet between and among customers and staff.
- Consider virtual check-in technology to ensure that workers are notified when a customer arrives.
- Consider expanded operating hours to allow more time between customers, and special hours for customer who may require more assistance.
- Consider the suspension of walk-in appointments.
- Consider reassignment of duties for staff that request limited or no interactions with customers and other workers (e.g., managing inventory or managing administrative needs through remote work).
- Adjust any staff meetings to ensure physical distancing. Hold meetings over the phone or via web-based applications whenever possible.

What considerations should estheticians, skin care services, and cosmetology services take into consideration?

- Workers must wear face coverings at all times.
- Workers should wear a face shield for eye protection (with a face covering) when they are providing services that do not enable the client to wear a face covering.
- Disposable gloves should be worn throughout the entire esthetic service and while performing cleaning and disinfection of all tools, implements, and surfaces after each client session. Gloves should also be changed after each session.
- Before leaving the treatment room, remove and dispose of gloves, wash hands thoroughly with soap and water or apply proper hand sanitizer. Use a previously readied disposable barrier, such as a paper towel or sanitizer wipe to open and close the treatment room.
- When using wax pots, empty remaining wax and clean and disinfect the wax pot before refilling with new wax. Applicators must be single-use and disposed immediately after use.

What considerations should electrology services make?
- Electrologists must wear face coverings at all times and use disposable gloves during the entire treatment session when working with a client.
- Electrologists should wear a face shield for eye protection (with a face covering) when providing clients treatment on facial or neck areas that do not enable the client to wear a face covering, or at all times, if the client is unable to wear a face covering.
- Clients that have any areas other than the face or neck treated should be required to wear a face covering for the entire service.
- Tools and implements should be thoroughly cleaned and sterilized between each client. Sterilization methods include:
  - The use of an autoclave
  - Placing the items in a sealed pouch and sterilizing them in a dry heat sterilizer
  - Sealed pouches should not be reopened until the next client’s treatment session begins
- Use disposable probes that do not require a probe tip or cap whenever possible.
- If unable to use a disposable probe tips or cap, the removable tip or cap of the epilator needle/probe head must be thoroughly cleaned and disinfected after each client.
- Needles for electrolysis must be single-use, disposable, pre-packaged, and sterile. The heat produced by the electrical current passing through electrolysis needles is not sufficient to sterilize it.
- Used needles must be disposed of in an approved sharps container immediately after use. Sharps container must be discarded in accordance with biomedical waste regulation.
- Ultrasonic cleaning units, forceps, and all containers, including removable parts, must be cleaned and disinfected between each client according to the manufacturer’s instructions.

What considerations should nail salons make?
- Workers must wear face coverings at all times, or a respirator where required.
- Applicators must be disposed in an airtight trash can. The airtight trash can must have a lid and be lined with a disposable plastic bag.

Can a barrier be a substitute for physical distance between manicure or pedicure stations?
- No. Providers must ensure six feet between stations, and plastic/glass separators are not a substitute. If pedicure stations are closer than six feet to one another and not movable, providers may use a limited number of stations and stagger shifts to adhere to physical distance requirements. Maintain at least six feet of distance between provider and client unless providing service that requires provider to be within six feet of client.

If the client in the salon is a child, is a parent or guardian allowed to come in and wait with them?
- The parent or guardian may be in attendance during the service, but must stay at least six feet away from the provider and other clients at all times.

Do the guidelines for personal services apply to a personal trainer in a gym?
- No, personal services guidance does not apply to personal trainers in a gym. Personal trainers fall under the requirements for fitness related organizations.

Can a client receive services from two separate stylists at the same time?
- No. To the extent possible, the rule of one provider per client at one time should be maintained. However, if a client is seeking multiple services that are only available from different providers, it is recommended to limit the interaction to one provider per service performed. If different providers are used, they should not interact with the client at the same time.

Why do providers have to limit services to one client at a time?
- Limiting personal services to one client at a time helps reduce the risk for disease transmission. Due to how close and how long a provider works with a client, the risk of spreading COVID-19 is higher while providing personal services than for other services that are shorter in length and do not require close proximity.

What considerations should tattoo parlors, body art professionals, and piercing shops make?
- Workers must wear face coverings at all times.
- During procedures, workers should also consider wearing a face shield for eye protection, if available.
- Suspend piercing and tattooing services of the mouth/nose area.
- Workers should provide services to only one customer at a time.

Can side-by-side massages be performed at the same time?
- If both recipients of the massage are in the same household, they could be side-by-side. However, massage therapists are required to maintain physical distance of at least six feet from each other.

Can whirlpools, saunas, or steam rooms now be used?
- No. These types of rooms/equipment must remain closed.