COVID-19 INDUSTRY GUIDELINE CHECKLIST FOR EXPANDED PERSONAL CARE SERVICES

This checklist is adapted from the State’s issued guidelines for this sector and is supplemental to the Guidance for Expanded Personal Care Services. The checklist is a summary and contains shorthand for some parts of the guidance. Businesses should be familiar with the guidance before completing this checklist.

CONTENTS OF WRITTEN WORKSITE SPECIFIC PLAN

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent the spread of the virus.
- Training and communication with employees on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate workplace contacts of infected employees until they are tested.
- Be aware of Cal/OSHA requirements to conduct site-specific hazard assessments and develop and implement an effective plan to protect employees.

TOPICS FOR EMPLOYEE TRAINING

- Information on COVID-19, preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using CDC guidelines.
- Review the importance of not coming to work if presenting any symptoms related to COVID-19.
- Enhanced sanitation practices.
- Physical distancing guidelines.
- Proper use and washing of face coverings.
- Ensure temporary and contract workers at the facility are trained in COVID-19 prevention policies.
- Provide information on employer or government-sponsored leave benefits relating to COVID-19.

INDIVIDUAL CONTROL MEASURES AND SCREENING

- Implement screening procedures for all workers before they begin their shift.
- Encourage workers, volunteers, and visitors who are sick or exhibiting symptoms of COVID-19 to stay home.
- Provide and ensure that workers and volunteers have the required protective equipment.
- Consider where disposable gloves may be helpful to supplement frequent handwashing or use of hand sanitizer.
- Disposable gloves should be worn for services that require them.
- Workers must wear a face covering throughout the entire interaction with the customer.
Customers must wear face coverings at all times while in the facility, except when the face covering must be removed for the performance of services involving that part of the face.

Contact customers before visits to confirm appointments and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the customer answers in the affirmative reschedule the appointment.

Tell customers that no additional friends or family will be permitted in the facility, except for a parent or guardian accompanying a minor.

Customers should be temperature and/or symptom screened upon arrival.

Display a set of guidelines for customers that are to be a condition of entry. The guidelines must include instructions to wear face coverings, use hand sanitizer, maintain physical distance from other customers, and they should communicate changes to service offerings.

CLEANING AND DISINFECTING PROTOCOLS

Ensure that coworkers, fellow tenants, booth renters, and/or staff have coordinated and put a plan in place for cleaning and disinfection at the beginning and end of each shift and in between customers.

Frequently clean and disinfect commonly touched surfaces such as including credit card terminals, counters, reception area seating, door handles, light switches, phones, toilets, and handwashing facilities.

Evaluate existing hygiene and sanitation protocols and cleaning processes and update where necessary.

Use hospital grade, Environmental Protection Agency (EPA)-approved products to clean and disinfect anything the client came in contact with, including treatment tables, face cradles, stools, bolsters, door knobs, side tables, chairs, etc.

Since porous surfaces such as chair seats cannot be easily disinfected, consider covering with a plastic or disposable liner and cleaning or disposing of the liner after each customer.

All appliances at work stations and in treatment rooms should be properly disinfected between each customer.

   For non-porous implements, such as tweezers or scissors, clean the item with hot, soapy water to remove any physical debris. Rinse and dry the implement completely. Follow by immersing the implement in an EPA-registered disinfectant for the full contact time as stated by the manufacturer’s directions.

   For electrical implements such as magnifying LED lamps, hot towel warmers, and esthetic devices, clean the implement with a spray or wipe to remove any physical debris. Follow with an EPA-registered disinfectant spray or wipe for the full contact time as noted by the manufacturer’s directions.
To minimize the risk of Legionnaires’ disease and other diseases associated with water, take steps to ensure that all water systems (e.g., drinking fountains) are safe to use after a prolonged facility shutdown.

Where linens are used, even if the customer does not get under them, the linens should still be removed and the bed or table properly disinfected.

Workers should wear disposable gloves when removing used linens, towels, and other draping, including blankets, and client draping for each treatment. Do not shake the dirty laundry.

Place used linens in a lined, lidded receptacle positioned outside the treatment space to minimize the possibility of dispersing virus in the air.

Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Vacuum wherever possible and use a vacuum with a HEPA filter.

Workers should consider changing their own clothes after each customer or wearing scrubs or a clean, launderable or disposable smock, if available.

Consider removing items (e.g., throw pillows, fabric-lined chairs, seat cushions) with surfaces that cannot be cleaned properly.

Amenities, including magazines, art books, coffee, water, self-serve stations (unless touchless), and other items for customers, must be removed from reception areas to help reduce touch points and customer interactions.

Do not allow food or beverages to be at stations or in treatment rooms.

Thoroughly clean any product display areas, including all shelving and display cases. Remove and discard any open “test” products and discontinue this practice to help reduce contamination.

Encourage the use of credit cards and contactless payment systems.

Consider upgrading to touchless faucets, soap and paper towel dispensers, and adding touchless, automatic hand sanitizer dispensers.

Equip reception areas and workstations with proper sanitation products, including hand sanitizer and sanitizing wipes.

Provide time for workers to implement cleaning practices during their shift.

Workers should avoid sharing phones, tablets, laptops, desks, pens, and other work supplies, wherever possible. Never share PPE.

Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers).

Consider opening treatment room windows, if feasible and within security protocols.

In addition to the above cleaning and disinfecting protocols cosmetology, barbering, and electrology businesses must follow the existing California Board of Barbering and Cosmetology rules. Additional rules may also apply for businesses at the local, county-level.
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PHYSICAL DISTANCING GUIDELINES

☐ Implement measures to ensure physical distancing of at least six feet between and among workers and customers, except while providing the services that require close contact.
☐ Maintain at least six feet of physical distance between each work station area, and/or use impermeable barriers between work stations to protect customers from each other and employees.
☐ Stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each customer visit.
☐ Consider servicing fewer customers each day or expanding operating hours to allow for more time between customers and suspending walk-in appointments.
☐ If possible, implement virtual check-in technology to ensure that workers are notified when a customer arrives.
☐ Ask customers to wait outside or in their cars rather than congregating in reception areas.
☐ Take measures at reception desks or other areas where physical distancing cannot be maintained to minimize exposure between workers and customers, such as Plexiglas or other barriers.
☐ Consider offering workers who request modified duties options that minimize their contact with customers and other workers.
☐ Require workers to avoid handshakes, fist bumps, hugs, or similar greetings that break physical distance.
☐ Discourage workers from congregating in high traffic areas, such as bathrooms, hallways, or credit card terminals.
☐ Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks.
☐ Adjust any staff meetings to ensure physical distancing. Hold meetings over the phone or via webinar for workers wherever possible.

ADDITIONAL CONSIDERATIONS FOR ESTHETICIAN, SKIN CARE, AND COSMETOLOGY SERVICES

☐ 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 implements and surfaces after each client session.
Before leaving the treatment room, remove and dispose of gloves, apply proper hand sanitizer or wash hands with soap and water, and use a previously readied disposable barrier, such as a paper towel or sanitizer wipe, to open and close the treatment room door.

When wax pots are running low and new wax needs to be added, empty any remaining wax and clean and disinfect the wax pot before refilling with new wax.

ADDITIONAL CONSIDERATIONS OF ELECTROLOGY SERVICES

- Electrologists must wear face coverings at all times and use disposable gloves during the client’s entire treatment.
- Electrologists should wear a face shield for eye protection (with a face covering) when they are providing clients treatment on facial or neck areas that do not enable the client to wear a face covering.
- Clients having any other areas treated should be required to wear a face covering throughout the service.
- Tweezers, rollers, and needle holder caps should be properly cleaned and sterilized between each client.
- Where possible, use disposable probes that do not require a probe tip or cap, which will reduce exposure points.
- Needles used for electrolysis must be single-use, disposable, prepackaged, and sterile and disposed of in an approved sharps container immediately after use.
- Heat produced by the electrical current passing through an electrolysis needle is not sufficient to sterilize it.
- Ultrasonic cleaning units, forceps, and all containers, including their removable parts, must be cleaned and disinfected between each client according to the manufacturer’s instructions.

ADDITIONAL CONSIDERATIONS FOR NAIL SALONS

- Workers must wear face coverings at all times, or a respirator where required.
- During procedures, workers should consider wearing a face shield for eye protection (with a face covering), if available.
- Customers must wear face coverings during the entirety of the service.
- Disposable gloves should be worn throughout the entire service and while performing cleaning and disinfection of all implements and surfaces after each client.
- Pedicure bowls must be disinfected with an EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide.
- For whirlpool foot spas, air-jet basins or pipeless foot spas, disinfectant must be circulated for at least 10 minutes.
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- For non-whirlpool foot basins and tubs, soak disinfectant in the basin or tub for at least 10 minutes.
- Nail salons should use disposable supplies whenever possible. Any nondisposable supplies must be fully disinfected between customers according to the California Board of Barbering and Cosmetology guidelines.
- All single use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, must be used once and immediately thrown away in a lined, lidded trash can.
- To reduce the number of touchpoints, remove the nail polish displays. In the absence of a nail polish display, use a color palette, which is to be cleaned and disinfected after each client use.
- Consider whether it is feasible to install a plastic partition between the worker and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure.
- Allow only one manicurist to work at each station and do not allow clients to get multiple services at the same time, such as a manicure and pedicure.
- If fans, such as pedestal fans or hard-mounted fans, are used in the salon, take steps to minimize air from fans blowing directly from one person toward another.
- Nail salons should consider upgrading existing ventilation to include locally exhausted nail tables.

ADDITIONAL CONSIDERATIONS FOR BODY ART PROFESSIONALS, TATTOO PARLORS, AND PIERCING SHOPS

- Workers must wear face coverings at all times. During procedures, workers should also consider wearing a face shield for eye protection (with a face covering), if available.
- Customers must wear face coverings during the entirety of the tattooing or piercing service.
- Disposable gloves are required throughout the tattooing or piercing service and while performing cleaning and disinfection of all implements and surfaces after each customer session.
- Workers should ensure they wash their hands thoroughly with soap and water or use hand sanitizer immediately before putting on and after removing gloves.
- Suspend piercing and tattooing services for the mouth/nose area.
- Chairs should be arranged to ensure at least six feet of space between customers.
- Establishments should consider additional divider shields or other impermeable barriers where appropriate.
- Workers should provide tattooing or piercing services for only one customer at a time.
ADDITIONAL CONSIDERATIONS FOR MASSAGE SERVICES (NON-HEALTHCARE SETTINGS)

☐ Ask clients to wash their hands before any services are provided.
☐ Workers must wear face coverings at all times and should consider wearing a face shield for eye protection (with a face covering), if available.
☐ Customers must wear face coverings during the entirety of the massage service.
☐ Consider alterations to the treatment table setup to support the required cleaning and disinfecting protocols.
  ☐ This could include using disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with washable barriers like pillowcases that can be removed and replaced between each client.
☐ Evaluate whether facial massages or other hands-on work to the face will be offered.
☐ Provide any hand treatments as the last part of the service.
☐ Workers should wash their hands immediately upon finishing massage services.