

## REOPENING GUIDANCE

# Personal services (hair and nail salons, barbers, body art, spas, massage therapists)

The following is intended as a plain language summary of rules for reopening and does not replace the need to follow all applicable federal, state, and local laws and regulations.

### See also:

[Order](#) of the Secretary of Health providing for building safety measures, issued April 5, 2020.

[Order](#) of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020.

## Protections Needed

### Masks

- Provide masks for employees.
- Require employees and customers to mask while on site.
- Workers may want to consider use of a face shield in addition to their mask for added protection.
- Note that masking must be strictly observed until notified by the Department of Public Health (PDPH) that they can be removed, so services that would require removing the client's mask will have to wait until that time.

### Barriers

- Nail salons should use a plastic or plexiglass barrier between the client and the worker with openings for the worker's hands. Wipe down barriers with disinfectant between each client.
- Install plastic or plexiglass barriers at check-out areas to physically separate cashiers and clients.
- Space booths/chairs at least 6 feet apart or use impermeable barriers between chairs that extend at least 6 feet above floor level.

### Isolate

- Ask clients to complete symptom screens prior to appointments and to reschedule if they have any symptoms.
- Screen every employee for symptoms before every shift and prevent them from remaining on site if they have cough, shortness of breath, fever, chills, muscle pain, or new loss of taste or smell.
- It is not necessary to conduct onsite temperature measurement for staff or clients. If you measure temperatures, use a no-touch thermometer, and do not allow anyone with a temperature of 100.4 or higher to remain onsite.
- Have sick leave policies in place so that employees excluded from the workplace do not lose earnings.
- If an employee develops COVID-19 infection or has a positive test, businesses and other organizations must take additional precautions to stop the virus from spreading further, as described in [Guidance for Essential Businesses and Organizations During COVID-19](#). Required precautions include calling PDPH at 215-685-5488 to report positive cases.

### Distance

- Adjust work assignments to ensure employees can stay at least 6 feet from each other throughout their shifts or use impermeable barriers between work stations that extend at least 6 feet above floor level.
- Use floor decals or other visual cues to encourage spacing by customers.
- Eliminate waiting room or space chairs at least 6 feet apart.
- Use non-contact payment methods if possible.

### Reduce crowds

- Limit customer numbers to a maximum of 50% of the usual occupancy limit.
  - Post this temporary occupancy limit publicly.
- Consider closing every other chair/station if necessary to keep clients and staff at least 6 feet apart.
- Consider use of staggered work schedules to reduce the number of people in the establishment.
- Allow service only by appointment and temporarily eliminate walk-ins to avoid crowded waiting rooms.
  - **Best practice:** ask all clients to give their name and cell phone number. This will ease contact tracing, if needed.

### Handwashing

- Place handwashing stations or hand sanitizer at entry and outside bathrooms for all staff and clients with prominent signage promoting use.
- Require staff to wash hands between each client.

 **Clean**

- Wipe down high-touch surfaces with disinfectant at least every 4 hours. See [CDC guidance](#) for details.
- Clean and disinfect all equipment between customers following EPA guidance.
- Take away shared magazines.

 **Ventilation**

- If possible, increase ventilation in the building by either:
  - Opening windows and/or doors on opposite sides of the building and using fans to blow outside air through the building  
OR
  - Optimizing ventilation provided by the heating, ventilation, and air conditioning (HVAC) system by:
    - Having the HVAC system checked to assure that it is working properly. If it can be adjusted, the system should be set to provide at least 6 air exchanges per hour.
    - Maximizing the amount of outside air circulated by the system.
    - Installing filters with minimum efficiency reporting values (MERV) of 13, or the highest compatible with the filter rack. It is not necessary to use high-efficiency particulate air (HEPA) filters or ultraviolet light irradiation systems.
    - Checking that the external air inlet duct is not blocked and that it is at least 15 feet from people.

**Communicate**

- Educate staff about symptoms and prevention of COVID-19.
- Post prominent signs at entrances and in employee break rooms:
  - Asking people who are sick or have had contact with someone with COVID-19 within the past 14 days not to come to the establishment.
  - Encouraging people to cover coughs or sneezes.
  - Mandating physical distancing of at least 6 feet.
  - Mandating that all staff and visitors wear masks.