Guidance for Personal Care Services
(hair and nail salons, barbers, body art, spas, massage therapists)

The following is intended as a plain language summary of rules during the COVID-19 emergency and does not replace the need to follow all applicable federal, state, and local laws and regulations.

Protections Needed

- **Masks**
  - Provide masks for employees.
  - Require employees and customers to mask while on site at all times.
    - Services that require customers to remove their mask may not be performed.
  - Workers may want to consider use of a face shield in addition to their mask for added protection.

- **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.
  - At hair salons and barbershops, employees must wear eye protection (e.g., goggles/glasses) or face shield when shampooing and washing hair.
    - These protections must be removed directly after finishing the service and sanitized after each use. Hands should be washed after removal.
  - 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
    - Consider asking clients to wait in their cars or outside prior to their appointment.
  - Use electronic sign-in sheets and non-contact payment methods if possible.
    - When contactless payment is not possible, wipe card terminal after use between customers.

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• **Reduce crowds**
  o Operate by appointment only, in order to avoid customers waiting together. Walk-ins should not be permitted.
  o Consider closing every other chair/station, if necessary, to keep clients and staff at least 6 feet apart.
  o Consider use of staggered work schedules to reduce the number of people in the establishment.
  o 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**
  o Place handwashing stations or hand sanitizer at entry and outside bathrooms for all staff and clients with prominent signage promoting use.
  o Require staff to wash hands between each client.

• **Clean**
  o Wipe down high-touch surfaces with disinfectant at least every 4 hours. See [CDC guidance](https://www.cdc.gov) for details.
  o Clean and disinfect all equipment and tools between customers following [EPA guidance](https://www.epa.gov).
  o Remove shared magazines, self-service items (e.g., coffee pots), tip jars, and extraneous display items that promote touching (e.g., testers).

• **Ventilation**
  o 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 persons.

• **Communicate**
  o Educate staff about symptoms and prevention of COVID-19.
  o 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.

See also:
1) [Order](https://www.phila.gov) of the Secretary of Health providing for building safety measures, issued April 5, 2020
2) [Order](https://www.phila.gov) of the Secretary of Health providing for business safety measures (to keep employees and customers safe), issued April 15, 2020
3) [Guidance](https://www.phila.gov) for Cosmetology Salons and Cosmetology School Clinic, issued June 14, 2020
4) [Guidance](https://www.phila.gov) for Barber Shops and Barber School Clinics, issued June 14, 2020

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