Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the COVID-19 General Relaunch Guidance, this guidance, and any other applicable Alberta Health guidance found at: https://www.alberta.ca/biz-connect.aspx.

This document has been developed to support personal service businesses in reducing the risk of transmission of COVID-19 among attendees (including workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures, specific to personal services.

Personal service providers must continue to comply with requirements in the Personal Services Regulation and Standards. Operators are encouraged to call their local public health inspector with questions about compliance with the regulation and standards.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: https://www.alberta.ca/covid-19-information.aspx

COVID-19 Risk Mitigation

<table>
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<tr>
<th>Booking</th>
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<tr>
<td></td>
<td>Encourage clients to wear masks for their appointments.</td>
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<td>- Ask clients to bring their own mask or have a supply of masks on hand.</td>
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<td>- For services that are longer in duration, it may be necessary for mask changes. Masks should be changed when damp.</td>
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<td>Businesses are advised to have their clients book appointments online or by phone. Walk-in service should be discouraged.</td>
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<td>- For services not already required to do so, it is strongly recommended that client contact information be kept for a period of two weeks. This will assist in public health contact tracing where necessary.</td>
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<td>- Providing information is voluntary for attendees. An organization must obtain an individual’s consent and notify them about the purpose and legal authority for the collection.</td>
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Information about attendees will only be requested by Alberta Health Services if a potential exposure occurs onsite.

An organization must make reasonable security arrangements to protect the personal information.

Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose, unless an individual provides their consent.

For more information, the Office of the Information and Privacy Commissioner has released Pandemic FAQ: Customer Lists about collecting personal information from customers during the COVID-19 pandemic.

For questions about operator obligations under PIPA, please contact the FOIP-PIPA Help Desk by phone at 780-427-5848 or by email at sa.accessandprivacy@gov.ab.ca.

- Stagger appointment times to enable distancing in high-traffic areas such as lobbies.
- Consider creation of dedicated time slots (e.g., mornings) or full days for appointments for high-risk clients.
- Space appointment times to ensure workstations can be properly cleaned and disinfected.
- Advise customers that they cannot visit if they are experiencing symptoms including cough, fever, shortness of breath, runny nose or sore throat that are not related to a pre-existing illness or health condition, or are otherwise required to isolate or quarantine.
- Consider adjusting or waiving cancellation fees for clients who cancel due to quarantine, isolation or illness.
- Ask clients to attend appointments unaccompanied, unless accompaniment is necessary (e.g., a parent or guardian may be necessary for invasive services).
- Where artistic consultations occur prior to a service (e.g., tattooing, hair styling), they should be conducted online.

**Front End**

- To prevent gathering, ask clients not to arrive more than 5 minutes before their appointment.
- Where waiting areas are not large enough to enable two-metres of distancing, ask clients to wait outside or in vehicles and text or call clients when a chair or station is ready for them.
- Screen clients for symptoms before they are seated for a service. Clients with COVID symptoms should be asked to rebook their appointment.
- Remove non essential high touch items like magazines and toys.
For businesses with a reception area, a physical barrier at the service 
counter between staff and clients is recommended.

- Use contactless electronic payment and avoid cash payments, where 
  possible.

- Provide hand sanitizer with at least 60% alcohol content for client and 
  worker use as they enter and exit.

- If providing food or beverages to clients, do not allow self-service. Serve 
  clients directly and collect and wash or discard used containers or dishes 
  immediately.

- Avoid providing samples and testers and ask customers to avoid 
  unnecessary handling of retail products. If you provide significant retail 
  offerings, see the Guidance for Retail Businesses.

- Consider “one-way” traffic flow within the facility. Direct traffic to minimize 
  face-to-face interactions between multiple clients.

- Allow clients to hang up their own jackets and hats in closets.

### General Safety Considerations for all facilities

- Arrange workstations to maintain a minimum of two-metres of distancing 
  between client service areas, unless separated by physical barriers.

- Avoid sharing products or tools between workstations. If sharing is 
  required, clean and disinfect products and tools between users.

- Wash reusable towels, robes and related items between clients, and 
  dispose of non-washable items immediately after each service.

- Dry laundered items thoroughly at a high temperature setting.

- Only use equipment that can be cleaned and disinfected, or disposed of, 
  between clients.

- Clean and disinfect surfaces in accordance with the Personal Services 
  Regulation and Standards.

- Remove any non-essential decorations from work areas.

- Obtain a sufficient supply of masks, gloves, hand sanitizer, hand soap, 
  disinfectants, cleaning materials and sterilization equipment before re-
  opening.

- Limit any food or beverages in the work area.

### Additional Sector-specific guidance

Professional associations for personal service providers may have 
additional guidance on risk mitigation measures for their members.

- Additional guidance for hair dressers, hair stylists, barbers, beauticians, 
estheticians, manicurists and make-up artists is available through the 
  Beauty Council of Western Canada and the Allied Beauty Association.
### COVID-19 INFORMATION

#### GUIDANCE FOR PERSONAL SERVICES

- Additional guidance and a free COVID-19 online course and examination for the tattoo, body piercing and body modification industry are available through the Alberta Alliance for Safe Body Art.

| Services provided in a face-to-face manner | • A physical barrier (such as a clear acrylic sheet) should be placed between staff and clients when services are provided in a face-to-face manner (e.g., manicures, microderm abrasion, make-up application).
  o Barriers can be modified to allow hands to pass underneath but prevent droplet transmission.
  o Where barriers are not possible, it is expected that the worker wear a mask (non-surgical masks at a minimum). Clients may also be asked to wear a mask for the duration of the service provision. |

| Considerations for jetted pedicure footbaths | • Jetted footbaths used for pedicure can generate aerosols. It is recommended that jetted pedicure tubs not be used at this time.
  o If jetted footbaths are used, the client’s feet should be thoroughly cleaned in advance of the service. Only cleaned feet should enter a full pedicure basin.
  o The pedicure basin should only be filled after a client’s feet have been cleaned. |

| Injection, Insertion and Piercing within body cavities | • Services that occur in or around the client’s mouth, nose, eyes, genitals and anus are strongly discouraged at this time as the virus is found in saliva, fecal matter and mucosa. These kinds of services include:
  o Oral, facial and genital piercings.
  o Injections into, and waxing of, the lips, eye area and genital areas.
  o Vaginal rejuvenation.
  o If performing these activities, workers should wear, at a minimum, gloves, masks, eye protection, and disposable aprons if not already standard operating procedure.
  o Workers must also be protected while reprocessing any reusable equipment used in these services. |

| Particle and dust generating procedures | • Particle and dust generating procedures are not recommended at this time unless the spread of the virus through the air can be eliminated. Control measures include:
  o Covering ultrasonic devices used for equipment cleaning.
  o Using suction when performing tattoo removal, hair removal or skin rejuvenation with intense-pulsed light (IPL) or class 3b and 4 laser.
  o Using suction to control dust generated by high-speed manicure drills and some microderm abrasion equipment. |
• When particles and dust generating procedures are performed, both the worker and the client should be protected from exposure through the air and through direct contact with contaminated surfaces.

• Consider the hierarchy of controls when preventing the spread of particles and dust.
  1. The safest option is to postpone these activities altogether.
  2. Perform these activities in their own dedicated rooms. If performed in shared spaces, the use of floor-to-ceiling physical barriers between workstations is suggested.
  3. At a minimum, workstations should be oriented at a distance greater than two-metres between clients.
  4. Cover and/or apply suction to the area where dust and particles would originate.
  5. Workers are expected to wear appropriate personal protective equipment.
  6. Recommend clients to wear a mask.

• Cleaning and disinfection of all environmental surfaces that could have been contaminated by particles and dust must be conducted after each client service.

Mobile, Vehicle-based and Home-based Services

• Mobile, Vehicle and Home-based services may resume but must be performed in accordance with the Personal Services Regulation and Standards and these guidelines.
  o Requirements are not relaxed for services provided in these kinds of settings.

Special Events

• Special events, trade shows, competitions are not permitted at this time.

Workers

• As respiratory viruses are not a hazard that is typically of concern in a personal service settings, it is recommended that owners ensure workers have sufficient skills and knowledge to mitigate the risk of transmission of COVID-19.

• Self-monitor for symptoms of cough, fever, shortness of breath, runny nose or sore throat.

• Staff who have symptoms, who have travelled internationally in the past 14 days, or who have been in close contact with a known case of COVID-19 in the past 14 days should not attend the workplace. Those with symptoms should be encouraged to arrange for testing.

• Wear masks (procedural/surgical or non-medical) while working directly with clients.
• Wash or sanitize hands before starting work, before and after each client service, and after any other activity.
• Arrange staffrooms and schedule break times to allow physical distancing.
• Ensure physical distancing while folding/sorting laundry and towels, preparing foils, preparing colour at colour stations and during staff meetings.