

# GUIDANCE FOR PERSONAL SERVICES

## 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

<b>General Guidance</b>	<ul style="list-style-type: none"><li>• Encourage and facilitate staff and attendees to stay up to date with developments related to COVID-19.</li><li>• Notify staff and clients of the steps being taken to prevent the risk of transmission, and the importance of their roles in these measures:<ul style="list-style-type: none"><li>○ COVID-19 signage should be posted in highly visible locations:</li><li>○ “Help prevent the spread” posters are available.</li><li>○ When possible, provide necessary information in languages that are preferred by clients.</li></ul></li><li>• All Albertans must follow CMOH Order 05-2020, which establishes legal requirements for quarantine and isolation.<ul style="list-style-type: none"><li>○ Anyone with symptoms of COVID-19; with a history of international travel in the last 14 days; or with close contact with a confirmed case of COVID-19 in the past 14 days must remain at home.</li></ul></li><li>• Hand sanitizer containing at least 60% alcohol should be placed in convenient locations throughout the facility.</li><li>• Operators should develop a plan to provide isolation for an attendee if needed.</li></ul>
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	<ul style="list-style-type: none"> <li>• Operators should keep up to date with the masking requirements set at the local level.</li> </ul>
<b>Booking</b>	<ul style="list-style-type: none"> <li>• Encourage clients to <a href="#">wear masks</a> for their appointments.             <ul style="list-style-type: none"> <li>○ Ask clients to bring their own mask or have a supply of masks on hand.</li> <li>○ For services that are longer in duration, it may be necessary for mask changes. Masks should be changed when damp.</li> </ul> </li> <li>• Businesses are advised to have their clients book appointments online or by phone. Walk-in service should be discouraged.</li> <li>• For services not already required to do so, it is strongly recommended that client contact information be kept for a period of four weeks. This will assist in public health contact tracing where necessary. For more information on this, please see the <a href="#">General Relaunch Guidance</a>.             <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ Any personal information that is collected for COVID-19 contact tracing can only be used for this purpose, unless an individual provides their consent.</li> </ul> </li> <li>• Stagger appointment times to enable distancing in high-traffic areas such as lobbies.</li> <li>• Consider creation of dedicated time slots (e.g., mornings) or full days for appointments for high-risk clients.</li> <li>• Space appointment times to ensure workstations can be properly cleaned and disinfected.</li> <li>• Consider adjusting or waiving cancellation fees for clients who cancel due to quarantine, isolation or illness.</li> <li>• Ask clients to attend appointments unaccompanied, unless necessary (e.g., a parent or guardian may be necessary for invasive services).</li> <li>• Where artistic consultations occur prior to a service (e.g., tattooing, hair styling), they should be conducted online.</li> </ul>
<b>Front End</b>	<ul style="list-style-type: none"> <li>• To prevent gathering, ask clients not to arrive more than 5 minutes before their appointment.</li> <li>• Where waiting areas are not large enough to enable 2 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.</li> <li>• Remove non-essential high-touch items like magazines and toys.</li> </ul>

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	<ul style="list-style-type: none"> <li>• For businesses with a reception area, a physical barrier at the service counter between staff and clients is recommended.</li> <li>• Use contactless electronic payment and avoid cash payments, where possible.</li> <li>• Provide hand sanitizer with at least 60% alcohol content for client and worker use as they enter and exit.</li> <li>• 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.</li> <li>• Avoid providing samples and testers and ask customers to avoid unnecessary handling of retail products. If you provide significant retail offerings, see the <a href="#">Guidance for Retail Businesses</a>.</li> <li>• Consider “one-way” traffic flow within the facility. Direct traffic to minimize face-to-face interactions between multiple clients.</li> <li>• Allow clients to hang up their own jackets and hats in closets.</li> </ul>
<p><b>Considerations for all Facilities</b></p>	<ul style="list-style-type: none"> <li>• Arrange workstations to maintain a minimum of 2 metres of distancing between client service areas, unless separated by physical barriers.</li> <li>• Avoid sharing products or tools between workstations. If sharing is required, clean and disinfect products and tools between users.</li> <li>• Wash reusable towels, robes and related items between clients, and dispose of non-washable items immediately after each service.</li> <li>• Dry laundered items thoroughly at a high temperature setting.</li> <li>• Only use equipment that can be cleaned and disinfected, or disposed of, between clients.</li> <li>• Clean and disinfect surfaces in accordance with the <a href="#">Personal Services Regulation and Standards</a>.</li> <li>• Remove any non-essential decorations from work areas.</li> <li>• Obtain a sufficient supply of masks, gloves, hand sanitizer, hand soap, disinfectants, cleaning materials and sterilization equipment before re-opening.</li> <li>• Limit any food or beverages in the work area.</li> </ul>
<p><b>Additional Sector-Specific Guidance</b></p>	<p>Professional associations for personal service providers may have additional guidance on risk mitigation measures for their members.</p> <ul style="list-style-type: none"> <li>• Additional guidance for hair dressers, hair stylists, barbers, beauticians, estheticians, manicurists and make-up artists is available through the <a href="#">Beauty Council of Western Canada</a> and the <a href="#">Allied Beauty Association</a>.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Additional guidance and a free COVID-19 online course and examination for the tattoo, body piercing and body modification industry are available through the <a href="#">Alberta Alliance for Safe Body Art</a>.</li> </ul>
<p><b>Services Provided in a Face-to-Face Manner</b></p>	<ul style="list-style-type: none"> <li>• 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).             <ul style="list-style-type: none"> <li>○ Barriers can be modified to allow hands to pass underneath but prevent droplet transmission.</li> </ul> </li> <li>• 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.</li> </ul>
<p><b>Considerations for Jetted Pedicure Footbaths</b></p>	<ul style="list-style-type: none"> <li>• Jetted footbaths used for pedicure can generate aerosols. It is recommended that jetted pedicure tubs not be used at this time.             <ul style="list-style-type: none"> <li>○ 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.</li> <li>○ The pedicure basin should only be filled after a client’s feet have been cleaned.</li> </ul> </li> </ul>
<p><b>Injection, Insertion and Piercing within Body Cavities</b></p>	<ul style="list-style-type: none"> <li>• 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:             <ul style="list-style-type: none"> <li>○ Oral, facial and genital piercings.</li> <li>○ Injections into, and waxing of, the lips, eye area and genital areas.</li> <li>○ Vaginal rejuvenation.</li> </ul> </li> <li>• If performing these activities, workers should wear, at a minimum, gloves, masks, eye protection, and disposable aprons if not already standard operating procedure.</li> <li>• Workers must also be protected while reprocessing any reusable equipment used in these services.</li> </ul>
<p><b>Particle and Dust Generating Procedures</b></p>	<ul style="list-style-type: none"> <li>• 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:             <ul style="list-style-type: none"> <li>○ Covering ultrasonic devices used for equipment cleaning.</li> <li>○ Using suction when performing tattoo removal, hair removal or skin rejuvenation with intense-puled light (IPL) or class 3b and 4 laser.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>○ Using suction to control dust generated by high-speed manicure drills and some microderm abrasion equipment.</li> <li>● 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.</li> <li>● Consider the hierarchy of controls when preventing the spread of particles and dust.             <ol style="list-style-type: none"> <li>1. The safest option is to postpone these activities altogether.</li> <li>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.</li> <li>3. At a minimum, workstations should be oriented at a distance greater than 2 metres between clients.</li> <li>4. Cover and/or apply suction to the area where dust and particles would originate.</li> <li>5. Workers are expected to wear appropriate personal protective equipment.</li> <li>6. Recommend clients to wear a mask.</li> </ol> </li> <li>● Cleaning and disinfection of all environmental surfaces that could have been contaminated by particles and dust must be conducted after each client service.</li> </ul>
<p><b>Services Offered in Enclosed Spaces</b></p>	<ul style="list-style-type: none"> <li>● The operator should be able to ensure and monitor physical distancing where services are offered in enclosed spaces (e.g., infrared saunas, light rejuvenation chambers).</li> <li>● In small, poorly ventilated spaces, no more than one person at a time should use the service.</li> <li>● Enhance cleaning and disinfecting of surfaces associated with these amenities.</li> </ul>
<p><b>Mobile, Vehicle-based and Home-based Services</b></p>	<ul style="list-style-type: none"> <li>● Mobile, Vehicle and Home-based services may resume but must be performed in accordance with the <a href="#">Personal Services Regulation and Standards</a> and these guidelines.             <ul style="list-style-type: none"> <li>○ Requirements are not relaxed for services provided in these kinds of settings.</li> </ul> </li> </ul>
<p><b>Workers</b></p>	<ul style="list-style-type: none"> <li>● 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.</li> </ul>

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|  | <ul style="list-style-type: none"><li>• Self-monitor for symptoms of cough, fever, shortness of breath, runny nose or sore throat.</li><li>• Wear masks (procedural/surgical or non-medical) while working directly with clients.</li><li>• Wash or sanitize hands before starting work, before and after each client service, and after any other activity.</li><li>• Arrange staffrooms and schedule break times to allow physical distancing.</li><li>• Ensure physical distancing while folding/sorting laundry and towels, preparing foils, preparing colour at colour stations and during staff meetings.</li></ul> |
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