

Coronavirus Disease (COVID-19)

Guideline for Personal Service Establishments

Version 1
June 3, 2020

Developed by Regional Health Authorities,
Ministry of Health and the BC Centre for Disease Control

KEY Principles Going Forward



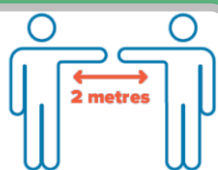
STAY HOME if you are SICK

Stay away from others if you are feeling ill, isolate at home, do not go to work.



PRATICE GOOD HYGIENE

Wash your hands often, avoid touching your face, cough/sneeze into your elbow or a tissue.



MAKE SPACE between PEOPLE

Maintain a distance of at least 2 metres from others and replace close contact greetings like handshakes, hugs or high fives with waves and smiles.



LEARN how to use PERSONAL PROTECTIVE EQUIPMENT as an ADDITIONAL control

Learn how to choose and use PPE correctly, know the limitations of PPE, and always have other controls in place.



MODIFY the ENVIRONMENT

Make your environment safer for interacting with others by reducing common touch surfaces, using non-porous barriers, or by changing room design.



INCREASE SANITATION

Disinfect common touch surfaces frequently using a chemical that will destroy the Coronavirus.



MANAGE INFORMATION

Stay informed, follow public health advice, keep records, and make sure information you communicate is clear, accurate and easy to find.

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Under [Phase 2 of British Columbia's Restart Plan](#), operation of personal service establishments may resume. However, the COVID-19 pandemic continues and in the absence of a vaccine, there is a continued need to reduce the risk of transmission through physical distancing, and ensuring essential hygienic practices and cleaning processes are followed.

In all cases, it remains important for everyone to stay home if you are sick, to wash your hands often, to keep your distance, and to disinfect high touch surfaces often.

These guidelines are in addition to the standard best practices laid out in: [BC's Guidelines for Personal Service Establishments \(2017\)](#).

You will need to develop and implement a [COVID-19 Safety Plan](#), post a copy on your website (if you have one) and at your workplace so that it is readily available for review by anyone who may attend the site, including the public. A copy must also be available Environmental Health Officers or WorkSafe BC officers, upon request.

This document provides guidance for preventing transmission of COVID-19 to operators and customers of personal service establishments, and will support you in preparing your COVID-19 Safety Plan. It is based upon current knowledge and it should be understood that the guidance is subject to change as new data becomes available and developments arise with this new virus; furthermore, unique situations may require some discretion in adjusting these guidelines which are meant to be supportive, not prescriptive.

PART 1 of this guideline provides general information about COVID-19 and explains why different control measures can be more or less effective at preventing transmission of the virus.

PART 2 of this guideline is organized into the following series of tip sheets:

- Employee Sickness
- Personal Hygiene
- Make Space between People
- Personal Protective Equipment
- Modify the Environment
- Sanitation
- Managing Information
- Appointments & Scheduling

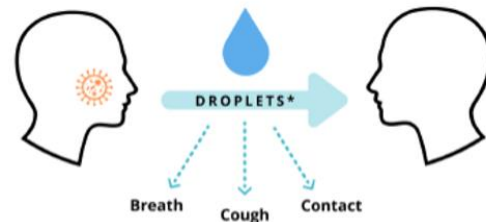
COVID-19 General Information

WHAT is COVID-19?

COVID-19 is a respiratory infection caused by a newly identified virus (SARS-CoV-2). The infection has symptoms similar to other respiratory illnesses, including the flu and common cold: cough, sneezing, fever, sore throat and difficulty breathing. Other symptoms can include fatigue, muscle aches, diarrhea, headache or lost sense of smell. While most people infected with COVID-19 experience only mild illness, severe illness can occur in some people, especially in the elderly and those with chronic medical conditions.

HOW COVID-19 Spreads

COVID-19 is spread through liquid droplets when an infected person coughs or sneezes. The virus in these droplets can enter the body directly through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed. COVID-19 is not transmitted through viral particles floating in the air and is not something that can enter the body through the skin.



Resources:

- Video: [Transmission of the COVID-19 coronavirus](#)
- Video: [Cough & sneeze etiquette](#)

WHERE can I get more Information about COVID-19?

The province of British Columbia has created a phone service to provide non-medical information about COVID-19 which is available from 7:30 a.m. - 8 p.m. at 1-888-COVID19 (1-888-268-4319) or via text message at 604-630-0300.

More information on COVID-19 can also be found online:

- BC Centre for Disease Control
<http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- BC Provincial Health Officer – Orders, Notices, and Guidance
<https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/current-health-topics/covid-19-novel-coronavirus>
- WorkSafe BC – Personal Services: Protocols for returning to operation
<https://www.worksafebc.com/en/about-us/covid-19-updates/covid-19-returning-safe-operation/personal-services>

How to use this Guideline

This guideline contains suggested protocols for reducing the risks of Covid-19 transmission for personal service establishments. Each business must assess and understand their own risks when developing their COVID-19 Safety Plan, and then implement their protocols accordingly.

Understanding the Risk

The virus that causes COVID-19 spreads in several ways, including through droplets when a person coughs or sneezes, and from touching a contaminated surface before touching the face. Higher risk situations require adequate protocols to address the risk.

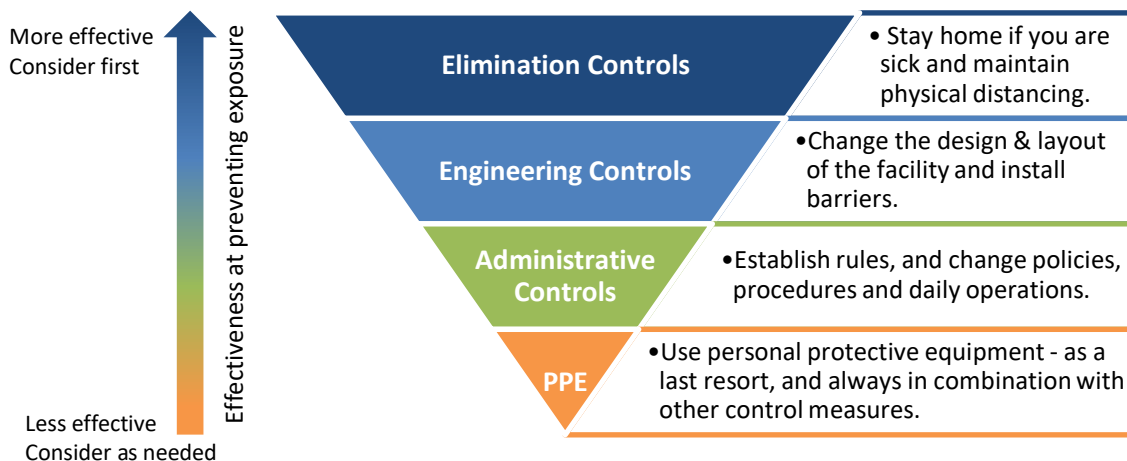
- The risk of person-to-person transmission can vary depending on the closer you come to other people, the amount of time you spend near them, and the number of people you come near. Physical distancing measures help mitigate this risk.
- The risk of surface transmission is increased when many people contact same surface, and when those contacts happen in short intervals of time. Effective cleaning and hygiene practices help mitigate this risk.

Selecting Protocols for your Workplace

When selecting the appropriate combination of protocols for your workplace, it may be helpful to understand the relative impacts each can have on controlling the risk of transmission in your workplace. Some controls will be more difficult to implement but provide a greater level of protection, while other controls will be easier to implement but provide less overall protection.

Levels of Protection

Control measures throughout this document will be divided based on this model:



Elimination and engineering controls are designed to prevent people from coming into contact with an infectious person or contaminated surface in the first place and should be considered first. Following this model normally leads to the implementation of inherently safer systems, where the risk of illness exposure and/or transmission can be substantially reduced.

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Tip Sheet – Employee Sickness

Goal: To prevent sick employees from spreading the virus to the public by ensuring employees stay home if they are ill.

Elimination Controls

- Tell your employees if they are sick with any symptoms consistent with cold, influenza or COVID-19, even if symptoms are mild, they must remain at home, and contact their family physician/primary care provider or Health Link BC at 8-1-1.

Administrative Controls

- Thoughtfully plan your sick leave policy to create an environment where employees feel supported in staying home when they are sick, and communicate the policy to all staff.
- Have operational contingency plans in cases where employees must remain home when sick (e.g. modifying systems to operate with fewer employees).
- If while at work, an employee starts experiencing symptoms of respiratory illness consistent with COVID-19, even if symptoms are mild, ask the employee to don a mask, to leave work immediately, and go straight home and contact their family physician/primary care provider or Health Link BC for further guidance.
- Ensure that objects and surfaces touched by sick employees who have gone home are cleaned and disinfected before being used by others.
- Sick employees should use the BC COVID-19 self-assessment tool.
- Anyone with symptoms can now be assessed and receive a COVID-19 test.
- Testing is not recommended for people who do not have symptoms.
- If an employee has a COVID-19 diagnosis, the local public health department will identify any co-workers who may have been exposed to the sick employee.
- The employer and employees should be reassured that if they haven't been contacted by public health then there is no issue or concern that was identified by public health.

Resources:

- [BC COVID-19 Self-Assessment Tool](#)
- Poster: [COVID-19 Testing for all who Need It](#)

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Tip Sheet – Personal Hygiene

Goal: To limit spread of the virus by promoting good personal hygiene including hand washing, hand sanitizing, and cough/sneeze etiquette.

Elimination Controls

- Replace physical greetings such as handshakes and hugs with non-contact greetings.

Engineering Controls

- Provide alcohol-based hand sanitizer at entrances and posters reminding of the importance of handwashing/sanitizing following contact with common touch surfaces.
- Washrooms and dedicated hand washing sinks must have liquid soap, paper towels and warm running water at all times.

Administrative Controls

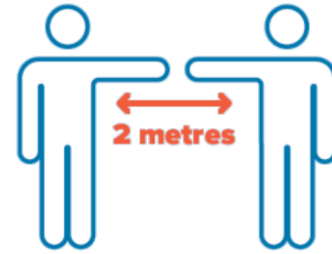
- Employees must practice good hygiene throughout their shift including proper hand hygiene and cough/sneeze etiquette.
- Employees must wash their hands with soap and water at the start and end of their shift, after using the bathroom, before eating, after returning from a break, when hands are visibly soiled, and most importantly between clients.
- Have all clients wash their hands or use alcohol-based hand sanitizer upon entering your business.
- Employees must avoid touching their face without washing hands first.
- There should be no sharing of cigarettes or vaping equipment.
- Employees should change their apron, smock, or gown between each client.
- Employees should launder all clothing after each shift.
- Educate employees about the virus so they know how to minimize its spread.
- Consider providing electronic COVID-19 resources to all employees.

Resources:

- Poster: [BCCDC Handwashing](#)
- Video: [Hand Washing](#)
- Video: [Cough and Sneeze Etiquette](#)

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Tip Sheet – Make Space between People

Goal: To increase space between people and avoid unnecessary contact to eliminate transmission of the virus through respiratory droplets.

Elimination Controls

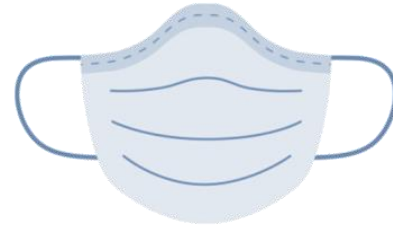
- A physical distance of 2 metres must be maintained between each customer, as well as between employees and customers when personal services are not being performed.
- Determine and post occupancy limits for common areas to maintain physical distancing.
- Increase the distance between client service areas or stations to 2 metres (6 feet).
- Consider decreasing the overall number of work stations.
- Increase empty floor space by removing unnecessary materials, equipment, and merchandise displays, especially in foyers, high traffic areas, and other small spaces.
- Limit seating in waiting areas and space chairs at least 2 metres (6 feet) apart.
- If practical, consider asking clients to remain in their vehicles or outside the premises before their appointments, rather than coming into waiting rooms/areas.
- Mark 2 metre (6 foot) increments on floors where crowds normally form (e.g. line-up areas inside and outside the premises, payment areas etc.).
- Only essential staff required to run the business and customers should be on site; where possible restrict access to friends or family members, while continuing to provide consideration for individuals who may require assistance or accompaniment.
- Work areas/supplies should be reconfigured so employees can remain in designated spaces as much as possible during appointments (i.e. all necessary items within reach).
- If possible, designate additional rooms or areas for breaks, and encourage use of outdoor spaces for breaks and meetings, when virtual options are not practical.
- Operating hours could be extended to minimize the number of people on site at one time.
- Develop a clear policy for receiving deliveries and other supplies that ensures reduced contact between people.

Resources:

- Poster: [BCCDC Physical Distancing](#)
- Video: [Why do we need to socially distance?](#)

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Tip Sheet – Personal Protective Equipment

Goal: To understand the limitations of personal protective equipment and to ensure that if used, PPE is selected and used appropriately.

Personal Protective Equipment

- Masks are not required if physical distancing can be observed at all times.
- The use of non-medical masks may help prevent the risk of transmission from the wearer. Consider requiring both customers and employees to wear a non-medical mask for services where physical distancing cannot be maintained at all times.
- For close proximity work with no face-to-face interaction (e.g. hair-cuts), a fluid-repelling procedure mask (level 2 or higher) for employees is recommended.
- For close proximity work with face-to-face interactions lasting longer than a few minutes (e.g. detailed make-up applications, eyelash extensions), a procedure mask and protective eyewear or face shield should be worn by employees.
- Consider restricting or prohibiting services identified as “high-risk” where appropriate controls cannot be implemented. (This may include facials or threading services that require close contact over extended periods and where clients cannot wear masks.)
- For services which require a client to remove a mask, the employee should wear a mask and face shield. Recommendations at all levels of control should also be applied.
- Once removed, a procedure mask should not be re-used because the risks of cross-contamination are very high.
- Masks can become contaminated on the outside when touched by hands so employees should avoid touching or adjusting them often.
- Do not share any personal protective equipment with others.
- Personal protective equipment that is not disposable (e.g. eye protection and face shields) must be cleaned and disinfected (see poster below).
- Unless normally used to perform a service, gloves for employees are not required.
- If gloves are used, they must be taken off correctly (see video below), they must be changed between clients, and hands must be washed between glove changes.

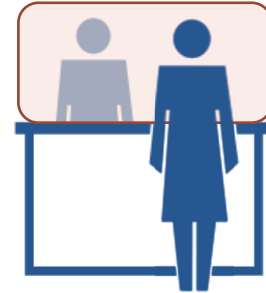
Resources:

- Poster: [How to Wear a Face Mask](#)
- Video: [How to remove disposable gloves](#)
- WorkSafe BC: [Selecting and Using Masks](#)
- Poster: [Cleaning/disinfecting eye protection](#)

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TIP Sheet – Modify the Environment



Goal: Change the environment to reduce common touch points and make interacting with others safer.

Engineering Controls

- Where physical distancing cannot be maintained, provide barriers such as plexiglass (e.g. at the reception desk, between service stations or sink areas, or at other areas). Ensure that barriers are included in the cleaning and disinfecting protocols.
- Remove magazine racks, booklets, brochures, toys, product sell sheets and other unnecessary communal items from customer areas (e.g. candy bowls, complimentary phone chargers etc.).
- Remove product testers from customer areas.
- All forms of complimentary beverage service should be temporarily suspended unless facility has a Permit to Operate as a food service establishment.
- Clearly demarcate employee-only areas and do not allow clients to enter these spaces.
- Eliminate communal storage areas for employees' personal belongings, and instead provide separate sealable bins or lockers.
- Ventilation upgrades or modifications are not currently recommended in response to the pandemic; however existing ventilation should be in good working order.
- If possible, increase the amount of outdoor air being brought in, and/or natural ventilation by opening windows and doors, where possible.
- If possible, avoid use of plush chairs/sofas, or use washable covers.

Administrative Controls

- Encourage use of touch-free payment options. If handling cash, remind staff to avoid touching their eyes, mouth or nose before washing their hands.
- Consider using single-use disposable capes for customers.
- Laundry should be handled according to the [PSE Guidelines](#) (washed hot and dried completely), and additional care should be taken to avoid “hugging” dirty laundry.
- Do not use the same hamper for clean laundry and dirty laundry. Use labels.
- If possible, keep clean laundry in closed cabinets or containers until needed.

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Tip Sheet – Sanitation

Goal: Increase cleaning and disinfection of common high touch points to prevent COVID-19 from spreading through contaminated surfaces.

Engineering Controls

- For larger establishments, or those providing multiple services, consider supplying separate sets of cleaning supplies for each area within the premises.
- Provide multiple plastic lined waste containers to dispose of used tissues, wipes, gloves, and other cleaning materials.

Administrative Controls

- All surfaces touched by a client (including those normally only cleaned at the end of the day) must be cleaned and disinfected between each client (e.g. shampoo bowls, hand-held mirrors, clothing hangers, chair arms, etc.).
- Items handled by clients that cannot be easily cleaned and disinfected should be removed.
- In addition to regular cleaning, create a checklist of high-touch surfaces to be cleaned and disinfected at least twice a day or more as needed. For example: doorknobs, counters, phones, light switches, bathroom fixtures, faucets, grab bars, paper towel dispensers, hoses, spray nozzles, garbage cans, trollies, and equipment used for handling payments.
- Post daily disinfection schedules in high-visibility areas, assign team members specific disinfection responsibilities, and have employees sign off.
- Make sure any person required to clean and disinfect has received the appropriate training.

SELECTION and USE of DISINFECTANTS for SURFACES:

- Most disinfectants typically used in PSEs are sufficient to kill COVID-19 as long as manufacturer's instructions are followed; special products are not necessary.
- Disinfectants will have a DIN (drug identification number) and clear set of instructions.
- Make sure the appropriate contact time is met (i.e. surfaces must remain wet with disinfectant for the correct length of time in order to destroy any contamination).
- Surfaces that are dirty must be cleaned with soap and water first, before disinfecting.

Resources:

- [Health Canada approved disinfectants for COVID-19](#)
- [BCCDC Guideline for Cleaning and Disinfecting](#)

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Tip Sheet – Managing Information

Goal: To stay informed, follow public health advice, keep records, and make sure information you share is clear, accurate and easy to find.

Engineering Controls

- Place signs on front doors to tell anyone entering not to enter if they are feeling ill.
- Post physical distancing signs in common areas.
- Place posters near to all bathroom and work sinks, reminding users of good hand washing practice.

Administrative Controls

- Retain contact information for each client for 30 days in the event that there is a need for contact tracing on the part of the Medical Health Officer.
- Have team members or a manager keep daily records of the people who worked together and retain these records for at least 30 days.
- Maintain up-to-date and consistent messaging on websites, in social media, emails, press releases, and during conversations with customers to ensure all details are aligned, timely and accurate.
- Encourage team members to provide regular feedback on any issues with COVID-19 prevention measures. Consider providing a means for employees to do this anonymously.

TIPS for EFFECTIVE SIGNAGE:

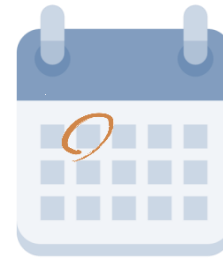
- Communicate information in multiple languages and use diagrams or pictures.
- Ensure the font size on signage is large enough for everyone to read from a distance (i.e. if a person is standing 2 metres away from the sign).
- Put posters in plastic sleeves to protect them from water damage in wet areas or outside.
- Any important signage should be placed in conspicuous areas, and away from other posted information so it is clearly visible and distinguishable (i.e. avoid posting signs next to product advertisements, wall art, etc.).

Resources:

- Poster: [BCCDC Do Not Enter if Sick](#)
- Link: [Translated training materials and signage](#)

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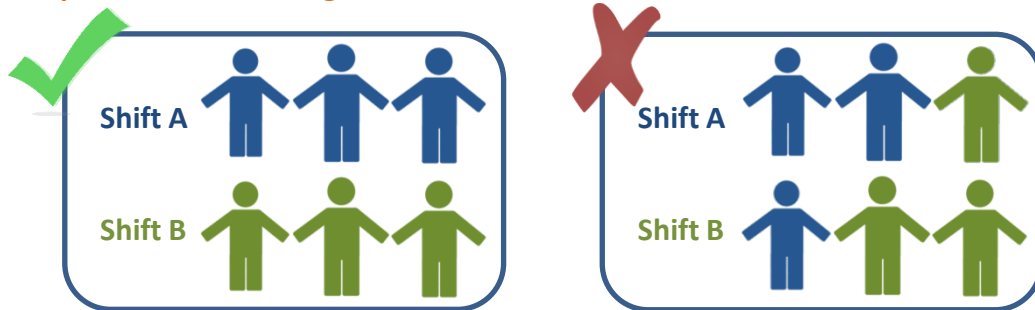
TIP Sheet – Appointments & Scheduling

Goal: To adjust appointments, schedules, and shift activities to limit contact between people.

Elimination Controls

- Clients must not come in for their appointment if they are experiencing any symptoms possibly related to COVID-19, or if a household member has been diagnosed positive for COVID-19.
- For larger facilities, consider implementing 'cohort staffing' – this means forming small groups of team members who will consistently work together without crossover.

Example of cohort staffing:



- Consider staggering shifts for employees to prevent overlap and minimize the amount of people onsite at one time.

Administrative Controls

- Encourage customers to book appointments as much as possible.
- Appointment blocks should be structured to allow extra time between clients for cleaning/disinfection, and to minimize contact between incoming/outgoing clients.
- An intake form could be used to inform clients about COVID-19 measures before they arrive on site, and to have them declare they will not come to their appointment if they are ill, or if one of their other household members has been diagnosed with COVID-19.
- Consider prohibiting walk-ins and requiring all appointments to be booked in advance.
- Avoid serving more than one client at a time (e.g. overlapping hair appointments).
- If your company owns multiple outlets, identify team members who work at multiple outlets and find a way to eliminate or reduce travel between sites.