



Effective Date: April 27, 2021

Sector Guidance – Personal Services Providers

Authority: Executive Order No. 20-66, ORS 433.441, ORS 433.443, ORS 431A.010

Applicability: Personal services providers statewide.

Enforcement: To the extent this guidance requires compliance with certain provisions, it is enforceable as specified in Executive Order No. 20-66, paragraph 10.

Definitions: For purposes of this guidance, the following definition applies:

- “Clean” or “Cleaning” means the use of soap or detergents and water on surfaces to reduce or remove germs from surfaces.
- “Disinfect” or “Disinfecting” means the use of disinfectants following cleaning, to kill germs that may remain on surfaces after cleaning.
- “Personal services providers” means barber shops, hair salons, esthetician practices, medical spas, facial spas and day spas, non-medical massage therapy services, nail salons, tanning salons, and tattoo/piercing parlors.

Client Screening:

Providers are required to:

- Contact client prior to appointment and ask:
 - Have you had a new or worsening cough?
 - Have you had a fever?
 - Have you had shortness of breath?
 - Have you had new loss of smell/taste?
 - Have you been in close contact with anyone with these symptoms or anyone who has been diagnosed with COVID-19 in the past 14 days?
- Reschedule an appointment if client answers “yes” to any of the questions above until client’s symptoms (cough, fever and shortness of breath) have been resolved, and fever has been resolved without medication for at least 24 hours, or at least 14 days after contact with a person sick with cough, fever, or diagnosed COVID-19.
- Review [information about how COVID-19 is spread](#) from one person to another: usually during periods of close contact (within about six feet) between people, namely, through coughing, sneezing, talking, breathing, touching, or via objects touched by someone with the virus.

- Record client contact information, date and time of appointment and provider for each client. If there is a positive COVID-19 case associated with the business, public health may need the business to provide this information for a contact tracing investigation. Unless otherwise required, this information may be destroyed after 60 days from the appointment.

To the extent possible, providers should, but are not required to:

- Consider using touchless infrared thermometers to check temperature of each client who enters the business.

Explain to any client who has a temperature of 100.4 degrees Fahrenheit or higher that services cannot be provided, and the appointment will be rescheduled for at least 24 hours after fever and other symptoms have resolved without medication. If the client must wait for a ride home, provide a space where the client may self-isolate away from employees and other clients while wearing a face covering or mask.

Operations:

Providers are required to:

- Immediately send home any employee with COVID-19 like symptoms (cough, fever, shortness of breath, loss of smell/taste, etc.) and not allow the employee to return to work until at least 24 hours after fever and other symptoms have resolved without medication. Follow the [Statewide Isolation and Quarantine Guidance](#).
- Comply to the requirements outlined in this guidance, as well as all applicable statutes and administrative rules to which the provider is normally subject.
- Determine, in cooperation with business management as necessary, the maximum occupancy of the business to maintain at least six (6) feet of physical distancing between clients and limit admittance accordingly. Use 35 square feet per person of usable space as a guide to determine maximum occupancy.
- Limit the overall number of providers and clients in the business (including waiting areas) at any one time and maintain at least six (6) feet of physical distance between people in the facility except when required to provide services such as massage, haircuts, etc.
- Require clients to wait in their car or outside to be contacted when the provider is ready for the appointment.
- Limit visits to scheduled appointments.
- Provide curbside pick-up arranged ahead of time for product purchases outside of scheduled service appointments.
- Ensure at least six (6) feet of physical distance between pairs of provider/clients. If necessary, limit the number of stations and stagger shifts to adhere to physical distance requirements. Maintain at least six (6) feet of distance between provider and client unless providing service that requires provider to be within six (6) feet of client.
- Post clear signs listing COVID-19 symptoms, asking employees and clients with symptoms to stay home, and who to contact if they need assistance.

- Remove all snacks, and beverages. Personal services providers may offer clients water using self-service water stations.
- Provide training, educational materials (available at healthoregon.org/coronavirus), and reinforcement on proper sanitation, handwashing, cough and sneeze etiquette, and using other protective equipment and measures to all employees.
- Ensure that employees do not congregate in breakrooms when six (6) feet of distance cannot be maintained.
- Ensure that restroom facilities have adequate sanitary supplies (soap, toilet paper, hand sanitizer) throughout the day.
- Review and implement [General Guidance for Employers and Organizations](#).

Personal protective measures:

Providers are required to:

- Comply with the [Statewide Mask, Face Covering, Face Shield Guidance](#).
- Drape each client in a clean cape, if applicable, for the service.
- Wash hands with soapy, warm water, for a minimum of 20 seconds between each client service.
- Frequently clean high-touch surfaces in customer/public and employee areas of the business. Examples of high-touch surfaces are payment machines, door handles and counter tops. Ensure all sinks in the workplace have soap and paper towels available.
- Post handwashing signs in restrooms.

To the extent possible, providers should, but are not required to:

- Consider using touchless infrared thermometers to check temperature of each employee before their shift begins. Immediately send home any employee who has a temperature of 100.4 degrees Fahrenheit or higher and do not allow the employee to return to work until at least 24 hours after fever and other symptoms have resolved without medication.
- Wear medical grade mask when providing services that require close contact (within 6 feet), such as in the case of a haircut, massage or pedicure.
- Wear face shields in addition to a face covering for face-to-face services, such as mustache trims and brow waxing.
- Provide employees medical grade masks and face shields if provider is requiring their use for certain services.
- Allow clients wearing masks, face coverings or face shields to remove the covering for certain services; for example, some services, such as mustache or beard trims, may require the mask, face covering or face shield to be temporarily removed.
- Avoid face-to-face contact within six (6) feet of clients.

Clients are required to:

- Comply with the [Statewide Mask, Face Covering, Face Shield Guidance](#).

Cleaning and Disinfection:

Providers are required to:

- Thoroughly clean or disinfect all areas of business prior to reopening after extended closure. Disinfect all surfaces, tools, and linens, even if they were cleaned before the business was closed. Use disinfectants that are included on the [Environmental Protection Agency \(EPA\) approved list](#) for the SARS-CoV-2 virus that causes COVID-19.
 - Establishment operators may consider following the disinfection practices recommended by the Pediatric Environmental Health Safety Units.
- Mix and change disinfectant for immersion of tools daily and replace sooner if it becomes contaminated throughout the workday. Disinfectant only works on a clean surface, so clean all surfaces and tools with hot soapy water, other appropriate cleaner or cleaning wipes (if using wipes, be sure to cover surface thoroughly) before disinfecting.
- Observe contact time on the label so disinfectant will work. Contact time refers to how long the disinfectant is visibly wet on the surface, allowing it to thoroughly destroy pathogens. Typical contact time for immersion/sprays is ten (10) minutes, for disinfectant wipes, time is two (2) to four (4) minutes.
- Clean and disinfect all workstation and treatment room surfaces, including countertops, cabinets and doorknobs, chairs, head rests and arm rests. Clean and disinfect all reusable tools and store in airtight container. Clean and disinfect all appliances (including cords), shears, clippers, clipper guards, clippers, rollers, combs, brushes, rolling carts and any other items used to provide client services.
- Launder all linens, blankets, towels, drapes, and smocks in hot soapy water and dry completely at the warmest temperature allowed. Store in an airtight cabinet after each client use. Store all used/dirty linens in an airtight container.
- Provide hand sanitizer and tissues for employees and clients, if available.

To the extent possible, providers should, but are not required to:

- Provide hand sanitizer at all work locations for employees and clients.

Additional resources:

- [Signs you can post](#)
- [Statewide Mask, Face Covering, Face Shield Guidance](#)
- [OHA General Guidance for Employers and Organizations](#)
- [CDC Guidance: Cleaning and Disinfecting Your Facility](#)

Document accessibility: For individuals with disabilities or individuals who speak a language other than English, OHA can provide information in alternate formats such as translations, large print, or braille. Contact the Health Information Center at 1-971-673-2411, 711 TTY or COVID19.LanguageAccess@dhsosha.state.or.us.