



Reopening Guidance FAQs

Personal Services *(Updated 8-4-2020)*

Below are answers to frequently asked questions about the Oregon Health Authority's (OHA) [Phase One Reopening Guidance: Specific Guidance for Personal Services Providers](#) (personal services guidance). OHA provides these FAQs to help the public understand the guidance, to answer stakeholder questions, and to make clear how the guidance may apply in specific situations. These FAQs may be intermittently updated. The FAQs are not intended to take the place of the guidance, but rather to interpret, supplement, and help fill in the details of the guidance. These FAQs apply only to those personal service providers operating in a county that has been approved for [Phase One Reopening](#).

Q1: The personal services guidance states that providers must “wear a clean smock with each client.” What specifications are required for the smock (long sleeve, short sleeve, length, etc.)?

A1: OHA does not require smocks have certain sleeve or body length.

For the purposes of the personal services guidance, a smock means an outer layer worn to protect the clothes. A smock covers clothing so that any droplets that personal services providers or clients release would be removed by changing the smock before working with the next client.

Q1(a): I'm a massage therapist. Wearing a smock is not part of my regular business and I don't wear a smock when I give massages. Do I have to wear one now, and change it between every client?

A1(a): No. If you are not required by licensing rules to wear a smock, then you do not have to wear one now.

Q2: Does the wax pot have to be cleaned out and new wax used with each client?

A2: No. The wax does not need to be replaced between clients if only new, clean applicators are dipped into the wax. However, wax pots must be completely emptied, and the pot thoroughly cleaned prior to reopening after an extended closure.

Once cleaned after the extended closure, only clean, single-use applicators may be dipped into the wax. Once an applicator has been used, it cannot be reused even on the same client. If a used applicator is dipped into the wax, the wax pot must be

emptied and thoroughly cleaned. Applicators must be disposed in an airtight trash can. The airtight trash can must have a lid and be lined with a disposable plastic bag.

Q3: How should a personal services facility using a shared product bar (with several different providers or clients using the same products) protect against cross contamination?

A3: Clean and disinfect all reusable tools and store in an airtight container. If the product is a squeeze bottle, the bottle should be wiped down using disinfectants included on the [EPA list](#) after each use. Single-use tools can be used to stop the spread of the virus to clients and workers.

Q4: Does the personal services guidance apply to massage therapists and their clients?

A4: Yes, the personal services guidance applies to non-medical massage therapy services.

Q5: Do providers have to document and maintain records that they asked their clients screening questions?

A5: No. The guidance requires that you record and keep for 60 days the following:

- client contact information
- date and time of appointment
- 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. Providers may choose to keep these records longer as an individual business decision.

Q6: Does client screening include asking if the client has traveled/would travel outside of a 50-mile radius to attend the appointment?

A6: Providers are not required to ask this question about travel.

Q7: If the client in the salon is a child, is a parent or guardian allowed to come in and wait with them?

A7: Yes. However, the parent or guardian must stay at least six (6) feet away from the provider and other clients at all times, and wear a mask, face shield or face covering following the [Statewide Mask, Face Shield, Face Covering Guidance](#).

Q8: When should I ask the pre-appointment client screening questions?

A8: The most important time to ask the screening questions is the day of or immediately prior to the appointment. You may want to have a day-of-appointment confirmation call when you could ask the screening questions by phone.

Q9: How often does a personal services provider need to change (or launder) their face covering?

A9: Cloth face coverings should be disposed of or laundered at the end of the day. Personal services providers are not required to change their face coverings after each client or between clients. Information about cleaning masks, face shields and face coverings is in the [Statewide Mask, Face Shield, Face Covering Guidance FAQ](#).

Q10: Do the guidelines for personal services apply to a personal trainer in a gym? Would independent contractors/personal trainers also need to follow these personal services guidelines?

A10: No, personal services guidance does not apply to personal trainers in a gym. Guidance for fitness-related organizations, including personal trainers is [here](#).

Q11: If we have a linen closet specifically dedicated for sheets and towels only, do we still need to put all of that into an airtight container?

A11: A dedicated linen closet is enough. Businesses should also consider putting the linens in a trash bag or other airtight container when moving them from the laundry to the linen closet.

Q12: Do tattoo and piercing parlors need to follow the personal services guidance?

A12: Yes, tattoo parlors and piercing parlors must follow the personal services guidance.

Q13: For pedicure stations, may we put a glass or plastic separator between our pedicure stations instead of separating them six (6) feet apart?

A13: No. Providers must make sure there are six (6) feet between stations. Plastic or glass separators are not a substitute. If pedicure stations are closer than six (6) feet and not movable, providers may use a limited number of stations and stagger shifts to follow physical distance requirements.

Q14: Can we offer clients water?

A14: Yes, personal services providers may offer water to clients and customers in single-use water container, such as a single-use water bottle. Personal services providers must not offer water using self-service water stations.

Q15: Can we offer clients drinks or food?

A15: No. The personal services guidance requires providers to remove all unnecessary items such as magazines, newspapers, service menus, paper products, snacks, and beverages. The only exception is that personal services providers may offer clients water in single-use water container.

Q16: If a client sees two separate stylists for two separate services, or books more than one spa service, does the client need to come on two different days?

A16: No. As much as possible, the rule of one provider per client should be followed. However, if a client is wanting multiple services that are only available from different providers, it is recommended to limit the contact to one provider per service performed. If different providers are used, they should not interact with the client at the same time.

Q17: Some estheticians and massage therapists are afraid to come back to work as they still do not feel safe. What are my options as a business owner? Can I delay opening?

A17: Yes, you can remain closed. Nothing in this guidance or in the personal services guidance requires providers to open or provide services. The Oregon Employment Department [provides some guidance](#) for business owners who choose to re-open and an employee is reluctant to return to work.

Q18: Can a stylist have more than one client at one time?

A18: Possibly, but it may be difficult to do so. A provider would have to wear a different smock for each client, use different equipment/tools and thoroughly wash their hands every time before moving between clients. Also, providers must keep six (6) feet between clients at all times.

Q19: If we have a partition between the provider and the client, do we need to wear a smock and a face covering?

A19: Yes. A partition or barrier does not take the place of a face covering or a smock. Personal services providers must comply with the [Statewide Mask, Face Shield, Face Covering Guidance](#).

Q20: As a nail technician, are we required to wear gloves?

A20: No. As much as possible, personal services providers should wear gloves (and change gloves between each client), but they are not required to wear gloves.

Q21: Why limit personal services to only one client at a time?

A21: Limiting personal services to one client at a time limits the spread of COVID-19. The risk of spreading COVID-19 goes up when people have close contact for long periods of time, like during a personal services appointment.

Q22: If members from the same household come in for a pedicure, are they allowed to sit next to each other?

A22: Yes, members of the same household can sit next to each other when getting a pedicure. Personal services providers, however, are still required to keep at least six (6) feet of distance from each other.

Q23: Can a client bring their own nail file for nail services?

A23: Yes, the client can bring in their own nail file.

Q24: Can side-by-side massages be performed at the same time?

A24: If both massage clients are in the same household, they could be side-by-side. However, massage therapists are required to maintain at least six (6) feet of distance from each other.

Q25: If you are washing your hands regularly why the need for gloves? Do stylists need to wear gloves?

A25: Gloves are an extra precaution. As much as possible, providers should, but are not required to, wear disposable gloves when providing client services and change gloves between each client.

Q26: I am a hairdresser. May I use a blow dryer and styling tools at this time?

A26: Yes. There is no evidence that the coronavirus can be spread by blow dryers. Refer to the [Specific Guidance for Personal Services Providers](#) for more information about cleaning and disinfecting tools. Employees, contractors and volunteers are required to wear a mask, face shield, or face covering, unless an accommodation for people with disabilities or other exemption applies. Providers must keep at least (six) 6 feet of distance from clients unless they are providing services where (six) 6 feet of distance cannot be maintained.

Q27: Can we wipe down chairs or do we have to cover them with plastic or fabric?

A27: There is no requirement that chairs be covered with plastic, but if you have cloth or fabric chairs, covering with plastic is recommended. Providers are required to clean and disinfect all bowls, hoses, spray nozzles, foist handles, shampoo chairs and arm rests between each use.

Q28: What exactly is a "medical-grade mask," as outlined in the personal services guidance?

A28: Information about medical-grade masks can be found at the U.S. Food and Drug Administration (FDA) link [here](#). N-95 masks are not necessary or recommended for the public or for employees, contractors or volunteers of businesses and transit. When a medical-grade mask is not specifically required, store-bought or homemade face coverings can be used. A good non-medical face covering would typically consist of one layer of tightly woven material such as 600-count cotton or 2-3 layers of materials such as quilt cotton.

Q29: Can we use whirlpools, saunas, or steam rooms?

A29: No. These types of rooms/equipment must be closed.

Q30: May I provide facials even though the client cannot wear a mask and we are in very close proximity for up to 2 hours in a small room?

A30: Yes. Resuming services such as facials is allowed under the reopening Executive Order (EO 20-27). Employees, contractors and volunteers are required to wear a mask, face shield, or face covering, unless an accommodation for people with disabilities or other exemption applies. Providers must maintain at least (six) 6 feet of physical distance from clients unless providing services where (six) 6 feet of distance cannot be maintained.

Q31: What kind of cleaning solutions do I need before I reopen my salon?

A31: Use disinfectants that are Environmental Protection Agency (EPA)-registered and labeled as bactericidal, viricidal and fungicidal. No product will be labeled for COVID-19 yet, but many products will have a label or information available on their websites about their effectiveness for human coronavirus. The EPA has pre-approved certain products that are effective against similar viruses to COVID-19. All disinfectant products on the Oregon list that meet this standard are located [here](#).

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