Below are answers to frequently asked questions about the Oregon Health Authority’s (OHA) Sector Guidance for Personal Services (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.

Personal service providers may be subject to other more restrictive laws and rules, including Oregon Occupational Safety and Health Division (OR-OSHA) requirements. This FAQ provides information only about obligations under OHA’s personal services guidance. Providers should review other applicable requirements including from their applicable licensing body and OR-OSHA’s website and rules regarding COVID-19.

Q1: Are providers required to wear a clean smock or change smocks between each client?
   A1: No, providers are not required to change smocks between clients. However, providers are required to drape each client in a clean smock or cape if it’s applicable/needed for the service.

   For the purposes of the personal services guidance, a smock means an outer layer worn to protect the clothes.

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.

   Applicators must be disposed of in an airtight trash can 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 cleaned after each use.
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, however, 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 than 60 days.

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 Covering, Face Shield 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 to 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 coverings and face shields is in the Statewide Mask, Face Covering, Face Shield Guidance FAQ.

Q10: **Do the guidelines for personal services apply to a personal trainer in a gym?**

A10: No. Personal trainers are not subject to the personal services guidance. Personal trainers are required to comply with the Indoor Recreation and Fitness Guidance or Outdoor Recreation and Fitness Guidance, depending on where they offer training. Personal training is allowed in private residences following the at-
home gathering limits specified in the Sector Guidance for Gatherings and the Sector Risk Level Guidance Chart.

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: No. A dedicated linen closet is enough for clean linens. Store all used linens containers separate from the clean linen closet.

Q12: What kind of cleaning solutions do I need?

A12: For cleaning, regular soaps and detergents with water are sufficient. If disinfection is required, use disinfectants that are Environmental Protection Agency (EPA)-registered and labeled as bactericidal, viricidal and fungicidal. The EPA has pre-approved certain products that are effective against similar viruses to COVID-19. You can find the EPA list here. Establishment operators may consider following the disinfection practices recommended by the Pediatric Environmental Health Safety Units.

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: Yes. The barrier must be non-permeable, easy to clean, and at least one (1) foot higher than head level and at least three (3) feet wide or at least the width of the seat if wider than three (3) feet. Barriers do not replace masks, face coverings and face shields and clients and providers are required to comply with the Statewide Mask, Face Covering, Face Shield Guidance regardless of the presence of a barrier. In addition, personal services providers cannot use barriers to increase the maximum occupancy of the location.

Q14: Can we offer clients water?

A14: Yes, personal services providers may offer water to clients and customers in single-use water containers, such as a single-use water bottle or from self-service water stations.

Q15: Can we offer clients drinks or food?

A15: No. The only exception is that personal services providers may offer clients water in a single-use water container or a self-service water station.

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. If possible, assign one provider per client. However, if a client wants multiple services that are only available from different providers, OHA recommends limiting the contact to one provider per service performed. Providers must maintain at least six (6) feet of distance between each other.

Q17: As a nail technician, are we required to wear gloves?

A17: No. However, technicians should wash hands regularly and in between clients.
Q18: Why does OHA recommend limiting personal services to only one client at a time?
A18: 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.

Q19: If members from the same household come in for a pedicure, are they allowed to sit next to each other?
A19: 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 and from the other client.

Q20: Can a client bring their own nail file for nail services?
A20: Yes, the client can bring in their own nail file.

Q21: Can side-by-side massages be performed at the same time?
A21: 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.

Q22: If stylists wash their hands regularly, do they need to wear gloves?
A22: No, stylists are not required to wear gloves but must wash hands regularly.

Q23: I am a hairdresser. May I use a blow dryer and styling tools at this time?
A23: Yes. Refer to the Personal Services Guidance for more information about cleaning and disinfecting tools. Employees, contractors and volunteers are required to wear a mask, face covering, or face shield in accordance with the Statewide Mask, Face Covering, Face Shield Guidance.

Q24: Can we wipe down chairs or do we have to cover them with plastic or fabric?
A24: There is no requirement that chairs be covered with plastic. Providers are required to clean arm rests between each use. Refer to the Personal Services Guidance for more information about cleaning.

Q25: What exactly is a "medical-grade mask," as outlined in the personal services guidance?
A25: Information about medical-grade masks can be found at the U.S. Food and Drug Administration (FDA) link here. Medical-grade masks include surgical, isolation, dental or medical procedure masks that are loose-fitting and disposable. N95 respirators, sometimes used by medical professionals, are not necessary or recommended for the public or for personal services 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.
Q26: Can we use saunas or steam rooms?

A26: No. These types of rooms/equipment must be closed.

Q27: 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?

A27: Yes. Services such as facials are allowed. Employees, contractors and volunteers are required to wear a mask, face covering or face shield in accordance with the Statewide Mask, Face Covering, Face Shield Guidance. Masks, face coverings or face shields are required to be worn by all individuals at all times unless the individual is engaged in an activity that makes wearing a mask, face covering or face shield not feasible, such as when getting a facial. 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.

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