

## Reopening Protocol for Personal Care Establishments: Appendix R

**Recent Updates:** (Changes are highlighted in yellow)

**1/28/2021:** Personal care establishments may reopen for indoor services at 25% maximum indoor capacity. Employees must wear face coverings at all times except when alone in a closed office or when eating or drinking. Employee break rooms must have posted occupancy limits and be reconfigured to maximize physical distancing.

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain businesses to safely reopen. The requirements below are specific to personal care services, including but not limited to services that require the touching of a client's face or body. In addition to the conditions imposed by the State Public Health Officer, businesses and practitioners must also be in compliance with all applicable laws including the conditions laid out in this Protocol.

Note that Personal Care Establishments may be open for indoor services at 25% occupancy.

Since indoor activities carry higher risks associated with the transmission of COVID-19, especially in spaces with poor ventilation, it is critical that facilities ensure that appropriate physical distancing is maintained, that customers and staff wear face coverings at all times, hand hygiene is strictly observed, enhanced cleaning and disinfection of the facility is maintained and that ventilation is optimized.

Personal care services include but are not limited to, esthetician, skin care and cosmetology services; non-medical electrology; body art professionals, tattoo parlors, microblading and permanent make-up; piercing shops; massage therapy (non-healthcare); tanning services; nail salons; hair salons and barbershops

Food and drinks may not be served to customers.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document and related guidance.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name: \_\_\_\_\_

Facility Address: \_\_\_\_\_

Prior Maximum Occupancy: \_\_\_\_\_

Occupancy Allowed: \_\_\_\_\_

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH  
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so. This does not apply to services that are required by law to be conducted in a permitted location.
- Vulnerable workers (those above age 65, those who are pregnant, those with chronic health conditions) are assigned work that can be done from home, whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All workers have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Workers understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that workers are not penalized when they stay home due to illness.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- Upon being informed that one or more worker/practitioner, independent contractors and temporary workers test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all workers that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined workers to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821 or online at [www.redcap.link/covidreport](http://www.redcap.link/covidreport). If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response. The Department of Public Health will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- Workers are provided information on employer or government-sponsored leave benefits that the worker may

be entitled to receive, which would make it financially easier to stay at home, including employee's sick leave rights under the Families First Coronavirus Response Act.

- All workers have been told to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.
- Entry screenings are conducted before employees may enter the workspace, in compliance with the [DPH Entry Screening guidance](#). Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the employee is currently under isolation or quarantine orders. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- Employees who have contact with others are offered, at no cost, an appropriate face covering that covers the nose and mouth. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Per the State, persons instructed by their medical provider that they should not wear a face covering due to a medical condition and who are employed in a job involving regular contact with others must wear a non-restrictive alternative, such as a face shield with a drape on the bottom edge, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. All employees must wear face coverings at all times except when working alone in private offices with closed doors or when eating or drinking. The exception made previously for employees working in cubicles with solid partitions exceeding the height of the employee while standing is overridden until further notice.
- Employees are instructed to wash or replace their face coverings daily.
- To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers. COVID-19 transmission is more likely to occur when employees are present together when not wearing face coverings.
- Occupancy is reduced and space between employees is maximized in any room or area used employees for meals and/or breaks. This has been achieved by:
  - Posting a maximum occupancy sign that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks; and
  - Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
  - Placing tables at least six feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Where possible, outdoor break areas have been created and are equipped with shade covers and seating that enables employees to maintain a 6-foot physical distance at all time from others.
- Workers who consistently must be within six feet of customers or co-workers must wear a secondary barrier (e.g. face shield or safety goggles) in addition to a face covering. All employees should minimize the amount of time spent within six feet of customers
- Face shields and safety goggles are to be used, cleaned and disinfected per manufacturer's directions. Workers wash or sanitize hands before and after using or adjusting face coverings.
- Workers avoid touching eyes, nose and mouth.

- Workers are instructed to wash their face coverings daily.
- Independent contractors and temporary workers are properly trained on these protocols and have necessary cloth face coverings and personal protective equipment. Business owners are to discuss these protocols with the organization supplying the independent contractors and/or temporary workers, prior to their return to work.
- All workstations are separated by at least six feet.
- Workers are allowed frequent breaks to wash their hands with soap and water, and workers should scrub their hands with soap for 20 seconds.
- Break areas, restrooms and other common areas are disinfected frequently, on the following schedule:
  - Break areas \_\_\_\_\_
  - Restrooms \_\_\_\_\_
  - Other \_\_\_\_\_
- Workers are prohibited from sharing food and beverages.
- Workers using cleaners or disinfectants wear gloves and other protective equipment as required by the product instructions.
- Disinfectant and related supplies are available to workers at the following location(s):  
\_\_\_\_\_
- Hand sanitizer effective against COVID-19 is available to all workers at the following location(s):  
\_\_\_\_\_
- Each worker is assigned their own tools, equipment, work supplies and defined workspace. Sharing held items is minimized or eliminated.
- To the extent feasible, this protocol and other COVID-19 related materials downloaded from the DPH Coronavirus website are provided in the languages of all workers.
- Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may come on to the premises as third parties.
- A copy of this protocol has been distributed to each worker.
- Optional—Describe other measures:  
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## B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The number of customers in a personal care establishment is low enough to ensure physical distancing but in no case more than 25% of the maximum occupancy of the personal care establishment.  
Maximum number of customers in the facility is limited to: \_\_\_\_\_
- Measures are in place to ensure physical distancing of at least six feet between and among workers and customers, except while providing services that require close contact. These measures include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers/customers should stand).
- Appointments are staggered to avoid reception congestion, ensure physical distancing and to ensure adequate time for proper cleaning and sanitation between each customer visit. No walk-in appointments are available.

- Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait in their cars instead of waiting in the reception areas. Reception areas should be modified to support adequate physical distancing, including removing chairs and sofas or spacing them further apart. Persons waiting outside should maintain a six (6) foot distance from each other.
- Workers do not see multiple customers at once. Services for one customer are completed before a new customer is seen by the same worker.
- Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- Workers have been instructed to avoid handshakes, hugs, or similar greetings that break physical distancing.
- Workers are discouraged from congregating in high traffic areas.
- Workflow is reviewed and changes made to permit physical distancing during pickups and deliveries. Shelving, bins, bulletin boards or other transfer-aiding materials are installed to avoid the need for person-to-person hand-offs of purchases.
- Staff meetings are held in an area that accommodates physical distancing or are held over the phone or via webinar.
- Any indoor shower, pool, and hot tub areas are closed.

### C. MEASURES FOR INFECTION CONTROL

- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased in common spaces and guest rooms. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation throughout the facility.
- For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- Clients are contacted before the visit to confirm the appointment and to advise/ask the following:
  - Bring and use a face covering (preferably with ear loops) during the visit.
  - Wait in your car until your appointment time.
  - Do not bring children, friends, guests, viewers, or others to the appointment.
  - If the appointment is for a child a parent or guardian may wait in the salon but must maintain 6 feet of distance from others and wear a cloth face covering.
- Visitors arriving at the establishment are reminded to wear a face covering at all times (except while eating or drinking, if applicable) while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Only individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. To support the safety of your employees and other visitors, a face covering should be made available to visitors who arrive without them.
- Maintain a log of all clients with contact information (name, date/time of visit, address, phone and email) if possible, this can be done at the time of registration.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the individual is currently under isolation and quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.
  - If the customer is exhibiting any symptoms, has been sick, or has been exposed to someone who has been sick, the appointment is rescheduled at least 14 days in the future.

- Both screener and customer should wear a face covering for the screening.
- Disposable gloves are worn for services that require them. Wearing gloves is to be done in conjunction with regular hand washing and is not a substitute for regular hand washing.
- Amenities, including magazines, books, food, coffee, water, self-service stations, and other items for customers, have been removed from reception areas. Food and drinks may not be served to customers.
- Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
- Workers are using all required protective equipment, including eye protection and gloves when required for service.
  - Workers are required to wear face coverings at all times.
  - Disposable gloves are to be worn during the procedures and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Clients are required to wear face coverings at all times while in the facility. Services that require a customer or staff to remove their face covering (e.g., facials, facial trims, or shaves) are not permitted. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unable to remove the mask or cloth face covering without assistance. Individuals who have been instructed not to wear a face covering by their medical provider are exempt from wearing one. If possible, face coverings should be made available to visitors who arrive without them.
- Clean face coverings are available for workers to ensure that if soiled, these can be changed during the shift. Where possible, clean face coverings are offered to customers, should their face covering become soiled.
- Workers are provided with clean, launderable or disposable smocks which are replaced after each customer.
- A cleaning and disinfection plan has been developed to address the following:
  - High traffic areas,
  - Common areas and frequently touched objects (e.g., tables, handles, light switches, phones) which should be disinfected on an hourly basis during business hours using EPA approved disinfectants;
  - All handles, hoses, spray nozzles, and other equipment (e.g. tanning beds/booths) before and after use on a customer;
  - All payment portals, credit card readers, pens, and styluses after each use.
- Hospital grade Environmental Protection Agency (EPA)-approved products are used to clean and disinfect anything the client came in contact with, including treatment tables, face cradles, stools, etc. Follow the product manufacturer's recommendations for contact time.
- An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- Workers are provided time to implement cleaning practices during their shift. Cleaning assignments are assigned for the hours of operation and are part of the worker's job duties.
- Hard-surfaced, non-porous chair or large hard-surfaced or plastic baskets for clients to put their clothes on or in are available.
- All appliances at workstations and in treatment areas are properly disinfected between each customer.
  - Non-porous implements, such as tweezers or scissors, are cleaned with hot, soapy water to remove any physical debris, rinsed and dried completely. Followed by immersing the implement in an EPA-registered disinfectant for the full contact time as stated by the manufacturer's directions. Items are removed at the end of contact time, rinsed, and dried with a clean paper towel.
  - For electrical implements such as clippers, magnifying LED lamps, hot towel warmers, and esthetic devices, clean the implement with a spray wipe to remove any physical debris. Followed with an EPA-registered disinfectant spray or wipe for the full contact time as noted by the manufacturer's directions. Use caution when using a spray and be sure your device is unplugged and do not spray into the motor.

- For electronics, such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer's guidance is available, consider the use of alcohol-based wipes containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
  - Workstations are cleaned and disinfected between each customer.
    - Including rolling carts, drawers, hand mirrors, hair care and other products and containers.
    - A new smock or cape is provided for each customer.
  - Treatment tables must be covered with either a treatment table paper, a clean towel, or a clean sheet after each use.
  - Linens are removed (even if the customer did not get under them) and the bed or table is properly disinfected between customers.
  - Workers wear disposable gloves when removing used linens, towels, and other draping, including blankets, and client draping for each treatment.
  - All dirty linens, including towels, and smocks are placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160° F for at least 25 minutes. Do not shake dirty laundry.
  - Store all clean linens in a clean covered place. Ensure workers who handle dirty linens or laundry wear gloves.
  - The entire facility, including product display areas, are cleaned and disinfected at least daily.
  - Floors are vacuumed when possible, instead of sweeping or other methods to prevent dispersing of pathogens into the air.
  - All "test" products have been removed and discarded.
  - Restrooms and handwashing facilities are kept stocked with soap, paper towels and toilet paper and sanitized regularly using EPA approved disinfectants.
  - Restrooms are free of any unnecessary products such as candles or other supplies.
  - Hands-free equipment is installed wherever feasible (including restrooms) to reduce risk of contamination.
  - Cashless transactions are strongly encouraged. If reasonable, customers are enabled to swipe their own credit/debit cards, and card readers are sanitized between each guest use. If electronic or card payment is not possible, customers pay with exact cash payment or check.
  - Optional - Describe other measures to promote infection control:
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#### **ADDITIONAL CONSIDERATIONS FOR ESTHETICIAN, SKIN CARE AND COSMETOLOGY SERVICES**

- Workers are required to wear face coverings at all times. A drape that is form fitting under the chin is preferred.
- Disposable gloves are required throughout the entire esthetic service and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Before leaving the treatment room, workers are required to remove and dispose of gloves, wash their hands or apply proper hand sanitizer, and use a paper towel or sanitizer wipe, to open and close the treatment room door while leaving the room.
- All single use items, such as disposable wax collars, cotton, neck strips, and applicators are used once and immediately thrown away. Product samples, including make-up, must not be used at any time.
- The trash bin has a lid and lined with a disposable plastic bag.

- Workers are required to wash their hands immediately upon finishing services.
- Aerosol generating procedures such as steam or oxygen treatments should be discontinued.

**ADDITIONAL CONSIDERATIONS FOR MASSAGE SERVICES (NON-HEALTH CARE SETTINGS)**

- Clients are required to wash their hands before any services are provided.
- The use of disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with pillowcases that can be removed and replaced between each client are being used.
- If providing facial massages or other hands-on work on the face, use non-latex gloves for this part of the treatment.
- Do not perform facial massages if it requires removal of the client's face covering. Hand treatments are provided as the last part of the service.
- Workers are required to wash their hands immediately upon finishing massage services.

**ADDITIONAL CONSIDERATIONS FOR ELECTROLOGY SERVICES**

- Electrologists are required to wear face coverings at all times and use disposable gloves during the client's entire treatment.
- Tweezers, rollers, and needle holder caps are properly cleaned and sterilized between each client.
- The use of disposable probes that do not require a probe tip or can are used when possible. If not using disposable probe tips or caps, the removable tip or cap of the epilator needle/probe holder is cleaned and disinfected after each client.
- Needles used for electrolysis are single-use, disposable, pre-packaged, and sterile and disposed of in an approved sharps container immediately after use. Sharps containers must be discarded in accordance with biomedical waste regulation.
- Ultrasonic cleaning units, forceps, and all containers, including their removable parts, are cleaned and disinfected between each client according to the manufacturer's instructions.

**ADDITIONAL CONSIDERATIONS FOR BODY ART PROFESSIONALS,  
TATTOO PARLORS, AND PIERCING SHOPS**

- Disposable gloves are required throughout the tattooing or piercing service and while performing cleaning and disinfection of all implements and surfaces after each customer session.
- Workers should ensure they wash their hands thoroughly with soap and water or use hand sanitizer immediately before putting on and after removing gloves.
- Suspend piercing and tattooing services for the mouth/nose area.
- Chairs should be arranged to ensure at least six feet of space between customers. Establishments should consider additional divider shields or other impermeable barriers where appropriate.
- Workers should provide tattooing or piercing services for only one customer at a time.

**ADDITIONAL CONSIDERATIONS FOR NAIL SALONS**

- Clients must wash their hands before nail services are provided.
- A plastic partition between worker and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure has been provided, when feasible.
- Only one manicurist works at each station with one service being provided at one time.



- Clients are instructed that they must wear cloth face coverings during the entirety of the service.
- Respirators are used by workers when ventilation is insufficient to reduce exposure below permissible exposure limits established in Title 8 Section 5155. In cases of chemical exposure, only elastomeric respirators with the correct chemical cartridge combined with a particular filter are appropriate for use.
- Pedicure bowls must be disinfected with an EPA-registered disinfectant that is labeled as a bactericide, fungicide and virucide. Refer to manufacturer's instructions on concentration. For whirlpool foot spas, air-jet basins, or pipeless foot spas, disinfectant must be circulated for at least 10 minutes. Foot spas, basins and pedicure bowls must be properly cleaned and disinfected after every client even if a disposable plastic liner is used. Pedicures done outside shall be limited to portable tubs/bowls and must be cleaned and disinfected with an EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide as described above. All disinfection should occur inside the nail salon and not in the temporary outdoor setting.
- Consider removing the nail polish display to reduce the number of touchpoints. In the absence of a nail polish display, a color palette may be used, which must be cleaned and disinfected after each client use. If the nail polish display is not removed, nail polishes should be cleaned and disinfected before being returned to the display. Disposable supplies are used whenever possible. Any non-disposable supplies must be fully disinfected between customers according to the California Board of Barbering and Cosmetology guidelines.
- If fans, such as pedestal fans or hard-mounted fans, are used in the indoor or outdoor salon, steps have been taken to minimize air from fans blowing directly from one person toward another. If fans are disabled or removed, monitor possible heat hazards and take steps to mitigate them.
- All single-use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, are used only once and immediately thrown away in a lined, lidded trash can.

#### **D. MEASURES THAT COMMUNICATE TO THE PUBLIC**

- A copy of this protocol is posted at all public entrances to the facility.
- A sign notifying customers that they will be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face covering is posted at all entrances.
- Signage is posted that reminds customers to maintain social distancing of six (6) feet, wash hands or use sanitizer upon entry, stay home if they are ill or have symptoms consistent with COVID-19, and to communicate changes to service offerings. Signage should be posted in clearly visible locations, include pictograms, and be made available digitally (e.g., through e-mail).
- Signage is posted in display areas to let customers know it is cleaned and disinfected daily.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of cloth face coverings, policies in regard to making appointments, waiting outside or in their car for their appointment, preordering, prepayment, pickup and/or other relevant issues.

#### **E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES**

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

**Any additional measures not included above should be listed on separate pages, which the business should attach to this document.**

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You may contact the following person with any questions or comments about this protocol:

**Business Contact Name:**

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**Phone number:**

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**Date Last Revised:**

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