

Personal Service Settings

Frequently Asked Questions for Reopening in Phase 2

Personal service settings are to comply with the Personal Service Setting Regulation ([O. Reg. 136/18](#)) under the Health Protection and Promotion Act (HPPA) and any other directives or guidance published by the Ministry of Health. In the event of any conflict between this document and any applicable emergency order or directives issued by the Minister of Health or the Chief Medical Officer of Health (CMOH), the order or directive prevails.

Other resources for Personal Service Settings (PSS):

[Workplace Safety & Prevention Services Guidance on Health and Safety for Personal Services Settings During COVID-19](#)

Public Health Ontario's Guide to Infection Prevention and Control in Personal Service Settings, 3rd [edition](#)
[Ministry of Health's Guidance for Essential Workplaces](#)

All PSS

Does the client have to wear a mask/face covering?

Yes, customers/clients are to be wearing a mask/face covering for the duration of their appointment for source control. For clients who cannot tolerate a mask/face covering, the appointment should be made at the end of the day when there are no other clients on-site. Clients should be advised of the use of a mask/face covering when booking their appointment. Masks are not recommended for children under the age of 2.

Do staff have to wear a mask?

Yes, staff who are providing personal services are to be wearing appropriate personal protective equipment, including a mask for the duration of their shift. Staff should receive instructions on [proper mask use](#) and how to properly put on and take off a mask.

Are receptionists and those not providing services required to wear a mask/face covering?

Those not providing services are to maintain a 2m distance or put other physical barriers in place; if these are not possible a mask/face covering is recommended.

Is the operator required to supply a mask/face covering to clients?

No. It is up to the operator if they would like to supply (or make available for purchase) clients with masks/face coverings or require that customers/clients bring their own. If homemade masks are made available for purchase to clients, they are not to be laundered and reused by the personal service setting.

What are the criteria for measuring physical distancing?

Capacity is based on the ability for clients and staff to remain at least 2m from one another. To accomplish this operators may need to render workstations inaccessible, use physical barriers, provide visual cues (e.g. indicating with tape on the floor), and or rearrange the space to ensure adequate space is maintained.

What kind of screening should PSS do?

All clients and staff should be actively screened for COVID-19 prior to entry. For clients, this should be done when booking their appointment and upon arrival for their appointment to ensure nothing has changed. Staff should also be screened prior to starting each shift. For further guidance on screening procedures, consult the [Ministry of Health's website](#). PSS may wish to adapt the screening tool found on the [Ministry of Health's website](#). Temperature taking is not necessary as part of the screening process.

Can a child be accompanied by an adult for services?

Yes, a child may be accompanied by an adult if the appointment is for the child. Children should not accompany a parent/guardian to the adult's appointment. All individuals, including a parent/guardian accompanying a child, are to be screened for COVID-19 prior to entry.

Can towels be used?

Yes. Where towels are normally used, a clean towel is to be provided to each client and laundered after each use using the warmest possible setting and dried thoroughly.

Can a PSS provide food/beverage services?

Food/beverages should not be supplied to clients at this time, unless in extraordinary circumstances (e.g. tattooing on a client who feels faint). Clients should not bring outside food or beverages into the PSS unless required for a medical condition.

Is eyebrow waxing/threading/micro-pigmentation allowed?

Any services that tend to the face are not permitted to restart as part of Phase 2, this includes facials, facial grooming/shaving, eyelash tinting/extensions, eyebrow threading/waxing/micro-pigmentation/piercings and any service on the nose, ears, or face.

Is ear piercing allowed?

Any services that tend to the face are not permitted to restart as part of Phase 2, this includes facials, facial grooming/shaving, eyelash tinting/extensions, eyebrow threading/waxing/micro-pigmentation/piercings and any service on the nose, ears, or face.

Can home-based PSS operate?

Establishments providing personal care services can reopen with the proper health and safety protocols in place, including all relevant legislation and guidance.

Are walk-in appointment permitted?

Consider only taking customers by appointment and have customers book online or by phone only, restricting walk-ins. Walk-in clients should be asked to call from outside the premises to make an appointment and should be screened as per screening guidance. This may be accomplished by signage on the door and/or online on the business webpage.

Are PSS in long-term care homes (LTCH) and/or retirement homes (RH) allowed to reopen?

Yes, PSS in LTCHs/RHs are permitted to reopen, with the consent of the LTCH or RH, and with the proper health and safety protocols in place, including all relevant legislation and guidance. Operators of PSS in LTCHs/RHs should work with the LTCH/RH and the local public health unit for how personal services are introduced.

Can a PSS have a waiting area for clients?

No. Waiting areas should be closed and clients should be advised to wait outside or in their vehicle until called for their appointment. Visual cues (e.g. indicating with tape) may be considered to assist clients with maintaining physical distancing outside.

Is low-level disinfectant (LLD) sufficient to clean and disinfect high-touch surfaces?

Yes, LLD is sufficient. Disinfectants should have a DIN or NPN. High- touch surfaces should be disinfected twice daily and when visibly soiled. Surfaces that come into contact with clients should be disinfected after each client (e.g. hairdressing/barbering chair). For more information on cleaning and disinfecting surfaces and equipment refer to Public Health Ontario’s Guide to Infection Prevention and Control in Personal Service Settings, 3rd [edition](#).

Are massages permitted?

Yes, massages are permitted under the Emergency Order, provided they are not being done to the face.

Should clients perform hand hygiene upon entering into the setting?

Yes, it is recommended that anyone entering the setting performs hand hygiene. Hand hygiene is also to be performed by staff and clients if a mask is touched at any point, after toileting, handling food, etc.

Are barriers required to be in place in between stations (e.g., in between hair dressing chairs)?

Barriers are not a requirement. Workstations should be arranged to maintain a minimum distance of 2 metres between client service areas; however, where workstations cannot be rearranged or other areas where there is close contact between staff and clients (e.g., checkout), a physical barrier is recommended.

Hairdressing and Barbering

Does the client have to wear a mask/face covering while having their hair cut? This is especially difficult for short hair cuts.

Yes. For services where a 2m (6ft) distance cannot be maintained and other control measures, such as barriers cannot be used, a mask/face covering is to be worn by the client for duration of the appointment to reduce the risk of transmission and for source control. It is recommended that hairdressers or barbers work carefully around the mask. If the hairdresser/barber needs to manipulate the mask/face covering (i.e. lift or move the straps), the operator/service provider must perform hand hygiene immediately afterwards; care is taken not to manipulate the front of the mask.

Are hairdressers/barbers allowed to shampoo hair?

Yes. For services where a 2m (6ft) distance cannot be maintained and other control measures, such as barriers cannot be used, a mask/face covering is to be worn for duration of the appointment to reduce the risk of transmission and for source control.

Can hair dryers be used?

There is limited concrete data on whether this presents a risk of COVID-19 spread; however, blow dryers do have the potential to spread contaminated air and droplets around a room, if there is an infected person on-site, particularly if no mask/face covering is worn by the client (as a form of source control). Blow drying can be done if all staff and clients are masked and if cleaning and disinfection of instruments, equipment and workstation surfaces occurs between each client. For clients who cannot tolerate a mask/face covering, the appointment is to be made at the end of the day when there are no other clients on-site and the stylist is to wear appropriate personal protective equipment.

Is face shaving permitted?

At this time, any services that tend to the face are not permitted as part of Phase 2, this includes facial grooming/shaving.

Do scissors, brushes, hair clippers, nail files and other equipment need to be cleaned/disinfected or sterilized between each client?

Yes, all equipment should be properly cleaned and disinfected after each use. This is a requirement under s.10 (4) and s.10(5) of the [PSS Regulation](#). For more detailed information on cleaning, disinfecting, and sterilizing, including disinfection strengths and contact times in a PSS, please refer to [Public Health Ontario's Guide to Infection, Prevention and Control in Personal Service Settings, 3rd edition](#). No additional frequency or level of reprocessing is needed as reprocessing of instruments and equipment as per the Guide to IPAC in PSS document is sufficient to inactivate COVID-19.

What is the protocol for using hair capes – do they need to be washed between customers?

A clean cape should be used for each client. Capes should be washed between clients. Where possible a single-use barrier (e.g., towel, paper neck strip) can be used to avoid direct contact between the client's neck and the cape.

Can hairdressers/barbers work on multiple clients at the same time if there are less than 10 people in the facility (e.g., one client waiting for colour to be processed, while another is getting a cut)?

Yes, provided the number of staff and clients is restricted at one time, a 2 metre distance between staff and clients is maintained, hand hygiene is performed between clients, and there is enough time in between clients to ensure workstations and equipment are thoroughly cleaned and disinfected.

Manicure/pedicure and Aesthetic Services

Can nail dryers be used?

Provided the PSS is screening clients, disinfecting the units between each use, encouraging mask use, and asking clients to perform hand hygiene prior to having any services, nail dryers may still be used.

What should operators do with the nail polish bottles that clients use to select colours from?

Operators should ask clients not to touch the nail polish bottles or have them placed behind barrier to select from. Clients should perform hand hygiene prior to receiving a manicure.

Are single-use nail polish bottles recommended?

It is unlikely that the virus (and other bacterial pathogens) would survive if introduced into nail polish, therefore single-use nail polish is not necessary. It would be important to ensure clients are screened and perform hand hygiene prior to any services in order to reduce the potential for pathogens to be introduced into the polish.