



COVID-19 REOPENING GUIDANCE FOR BUSINESSES PROVIDING OUTDOOR NAIL, SKIN CARE, WAXING, AND NON-MEDICAL MASSAGE

UPDATED ON 9/1/2020

The note section was updated, and hair and barber services were moved to a separate guidance document.

Note: On Friday, August 28, 2020, the State announced a shift from its Monitoring List to a color-coded four-tier Blueprint for Safe Reopening. In doing so, the State altered the reopening plans for some businesses and activities, opening some that had been prohibited and imposing new standards on others. The State also reiterated that local Health Officers have the power to impose greater restrictions than the State.

At this time, the [State of California](#) does not allow shops that offer tattoos, piercings, and electrolysis to operate indoors or outdoors. Any part of this guidance that could be read to permit clients indoors is inoperative for those purposes until the State permits indoor Personal Care Services.

PURPOSE OF THIS DOCUMENT

This document provides guidance for expanded personal care services and applies to nail services, skin care, waxing, and non-medical massage. All such services may only be provided outdoors at this time. This guidance is intended to support a safe, clean environment for personal care service providers and clients. Contact COVIDRecovery@acgov.org if you have questions or require technical assistance. For business resources, visit <https://covid-19.acgov.org/recovery.page>.

NOTE: The [Alameda County Reopening Plan](#) is in alignment with the [State's Blueprint for Safer Economy](#), but there will be areas where Alameda County is more restrictive than the State. The more restrictive guidance prevails.

BUSINESS REQUIREMENTS

1. Prepare and implement a [COVID-19 Site Specific Protection Plan](#) based on local and State industry guidance.
2. Train employees on COVID-19 prevention, symptom screening, face coverings, and importance of physical distancing and frequent handwashing.
3. Implement symptom screening for all employees and do not allow employees who exhibit symptoms to come to work. Screening tools available under Tools and Resources for Businesses at: <https://covid-19.acgov.org/recovery.page?>
4. Develop and implement cleaning and disinfecting protocols in the Site Specific Protection Plan.
5. Establish physical distancing guidelines and document in the Site Specific Protection Plan.

6. Ensure compliance with the [Alameda County Face Covering Order](#) by all persons in your place of business (clients, employees, suppliers, etc.). Both personal care service providers and clients will be required to wear a face covering—including during the entire service—unless they are specifically exempted from the face covering requirements in Health Officer Order No. 20-13, updated on July 15, 2020 or comply with specific requirements set forth below.
7. Comply with guidance issued by the [California Blueprint for Safer Economy](#), all [Local Health Officer Orders](#), and applicable federal, California, and local provisions for paid sick leave for individuals who cannot safely work for reasons related to the COVID-19 pandemic.
8. “Personal Care Service Providers” means providers (other than those providing hair salon and barbershops) regulated by Division 3, Chapter 10 of the California Business and Professions Code or Division 104, Part 15, Chapter 7 of the California Health and Safety Code, including nail salons, waxing establishments, non-medical massage establishments, and skin care establishments.

HEALTH AND SAFETY REQUIREMENTS

In addition to preparing, posting, and implementing the [COVID-19 Site Specific Protection Plan](#) required by the Order, each owner, operator, manager, or supervisor of a personal care service must address each item below in the COVID-19 Site Specific Protection Plan.

1. Section 1 – Requirements for All Personal Care Service Providers:

- 1.1. Activities that involve the removal of clients’ face coverings are much higher risk for COVID-19 transmission and personal care service providers are prohibited from offering services that require removal of clients’ face covering, unless that client is exempt from wearing a face covering under the Health Order No. 20-13 updated on July 15, 2020, and any future amendment to that order (the “Face Covering Order”). Depending on the degree of community spread of COVID-19, such services that require the removal of clients’ face covering may be allowed at a future time.
 - 1.1.1. Eyebrow waxing and threading, eyelash treatments, removal of facial hair, and facials are prohibited at this time.
- 1.2. Require personal care service providers to wear Face Coverings as provided in Health Order No. 20-13 updated on July 15, 2020, and any future amendment to that order (the “Face Covering Order”). Personal care service providers must wear face coverings and face shields at all times when they are providing a service to a client.
 - 1.2.1. As required by the State of California, employers must provide face coverings to workers or reimburse workers for the reasonable cost of obtaining them.
 - 1.2.2. As required by the State of California, employers must provide and ensure workers use all required protective equipment, including gloves and face shields.
- 1.3. Encourage clients to bring and use their own face coverings. Personal care service providers must provide clients with face coverings if they do not have one or refuse service to those who arrive without a face covering or who refuse to wear one and who

are not otherwise exempt from wearing one under the Face Covering Order. The Health Officer's Face Covering Order requires a written exemption from a medical professional, based on a medical condition, health concern, or disability.

- 1.3.1. Clients exempt from the Face Covering Order should be prohibited from speaking as speaking puts personal care service providers at much higher risk of being exposed to the COVID-19 virus if the client is infected.
 - 1.3.2. Keep disposable face tissues available for the client to use in the event they need to sneeze or cough while their face covering is off. The client must dispose of the tissue, so that the personal care service provider does not have to handle the contaminated tissue.
- 1.4. Develop a plan and implement daily COVID-19 symptom self-verifications for all personal care service providers as required by the COVID-19 Site Specific Protection Plan.
- 1.5. Personal care service providers must see clients by appointment only and must not provide services to walk-in clients at this time. Providers must stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each client visit.
- 1.6. Providers must call clients in advance of the appointment to:
 - 1.6.1. Confirm that the client has not experienced symptoms of, or been tested positive for, COVID-19 during the preceding 14 days, and has not come into contact with someone who has symptoms of, or who has been tested positive for, COVID-19 in the prior 14 days;
 - 1.6.2. Instruct the client to come alone (unless a parent or guardian needs to accompany a minor, or an attendant needs to accompany a client with disability); and
 - 1.6.3. Instruct them not to arrive at the facility more than 5 minutes before the appointment.
- 1.7. Clients who are feeling ill or who have exhibited symptoms of COVID-19 within 24 hours of their scheduled appointment must cancel or reschedule their appointment. Clients with COVID-19 may not attend appointments until they are no longer infectious, typically 10 days after symptom onset or, if no symptoms, 10 days after their first positive test. Repeat tests to show recovery are not recommended.
- 1.8. Conduct screening of all clients upon arrival. Clients who do not pass the screening must be refused service and their appointment should be rescheduled or canceled. Visit [here](#) for Screening Guidance for Employers.

- 1.9. Personal care service providers must wear disposable gloves when required for a particular service (e.g., chemical hair services), when cleaning and disinfecting, when removing used linens and towels, when handling items contaminated by body fluids, and during the entire nail and esthetic service/process. Wearing gloves is not a substitute for regular hand washing and sanitizing. Gloves must be used once with the same client; they should be [safely discarded](#) after use; and the personal care service provider must thoroughly wash their hands after removing and discarding the gloves. Additionally, the personal care service provider must wash their hands between clients and before donning a new pair of gloves.
- 1.10. Require clients to wash their hands for at least 20 seconds or use hand sanitizer before any treatment or service.
- 1.11. Clients must wear a face covering at all times except when they are otherwise exempt from doing so under the Face Covering Order. The Health Officer's Face Covering Order requires a written exemption from a medical professional, based on a medical condition, health concern, or disability. Nothing in this Directive is intended to alter the obligations a personal care service provider may otherwise have under applicable law to provide reasonable accommodations to personnel or members of the public.
- 1.12. The personal care service must be conducted at least six feet from other personal care service providers and clients.
- 1.13. Develop a plan and implement cleaning and [sanitization](#) requirements that exceed usual professional requirements and standards, including:
 - 1.13.1. Comply with any existing or COVID-19 specific health-related regulatory requirements, such as those required by Cal/OSHA, the California Board of Barbering and Cosmetology, and California Health and Safety Code related to personal care services.
 - 1.13.2. Instruct all personal care service providers to wash their hands frequently with soap and water for at least 20 seconds or use hand sanitizer (provided by the personal care service providers) including before and after touching high-touch surfaces such as cash registers or shared tools, equipment or materials, when they change or adjust their face covering or when there is a chance of contamination.
 - 1.13.3. Disinfect station counters, rolling carts, drawers, hand mirrors, tools used on clients, hot towel cabbies, and other surfaces between clients.
 - 1.13.4. All single use items, such as disposable wax collars, cotton balls/swabs, neck strips, and applicators, must be used once and immediately thrown away in

a container with a tight-fitting lid.

1.13.5. All appliances at workstations and treatment areas must be properly disinfected between clients, as follows:

1.13.5.1. Clean and disinfect all other non-porous, non-electrical tools by removing all visible debris, cleaning with soap and water, drying the tools, and then completely immersing them in an EPA registered disinfectant. Clean and disinfect hair shears, combs, and brushes by removing all visible debris, clean with soap and water, and wipe or spray with an [EPA-registered disinfectant](#) that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for coronavirus. Tools should be sprayed or submerged and left to set for the full amount of time required by the disinfectant's manufacturer.

1.13.5.2. Clean and disinfect all electrical tools, such as hair clippers, LED lamps, and esthetic devices by removing all visible debris and disinfecting with an [EPA-registered disinfectant](#) spray or wipe that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for coronavirus. Follow 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. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

1.13.6. Clean and disinfect all handles, hoses, spray nozzles, and other equipment between clients. Chairs, headrests, shampoo bowls, and other items should also be thoroughly cleaned and sanitized between uses. Consider adding a paper cover or paper sheet that must be disposed of after each use.

1.13.7. Where linens are used, even if the client does not get under them, the linens must still be removed for laundering and the bed or table properly disinfected before each use by a client. All dirty linens, including towels, sheets, blankets, smocks, and reusable capes, should be placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process that includes immersion in water of [at least 160 degrees Fahrenheit for at least 25 minutes](#). Store all clean linens in a clean, covered place. Ensure personal care service provider who handle dirty linens or laundry wear gloves and a face covering.

2. Section 2 – Additional Requirements for Establishments that Provide Personal Care Services:
 - 2.1. Make any necessary adjustments to the layout of the establishment to allow for proper physical distancing. For example, chairs and workstations must be arranged to ensure at least six feet of space between clients. Establishments should consider additional divider shields or other impermeable barriers where appropriate.
 - 2.2. If all or part of a personal care service establishment has been vacant or dormant during the Shelter in Place Order, then the personal care service provider must ensure plumbing is functioning and that water supply pipes are flushed before use. The following link provides guidance for flushing and preparing water systems at: <https://www.ebmud.com/water/about-your-water/water-quality/returning-service-after-prolonged-outage/>.
 - 2.3. Make any necessary improvements to the ventilation of the establishment, including:
 - 2.3.1. Ensure HVAC system and air exchangers are serviced and functioning properly. Ensure all air filters are achieving optimal performance and are timely replaced in accordance with the manufacturer’s recommendations.
 - 2.3.2. The personal care service establishment must increase the percentage of outdoor air through the HVAC system, disable demand-control ventilation controls that reduce air supply based on temperature or occupancy, and increase natural ventilation by opening windows and doors when environmental conditions and building requirements allow.
 - 2.3.3. Consider using portable high-efficiency particulate air (HEPA) cleaners, upgrading the building’s air filters to the highest efficiency possible, running the building ventilation system even when unoccupied to maximize ventilation, and making other modifications to increase the quantity of clean outside air and air circulation in all working areas.
 - 2.4. Develop a plan and implement cleaning and sanitization requirements, including:
 - 2.4.1. Instruct personal care service providers that they are responsible for keeping their workspaces clean and sanitized. Each personal care service provider must clean and properly sanitize their workspace between clients and in between changes of personal care service providers.
 - 2.4.2. Ensure personal care service providers have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
 - 2.4.3. Clean and disinfect high touch surfaces in common areas routinely throughout

the day and otherwise in accordance with the [COVID-19 Site Specific Protection Plan](#). Clean and disinfect all high touch surfaces and devices such as door handles, railings, faucets, toilets, elevator buttons, coat hooks, hangers, furniture, computers, telephones and other devices that are touched by people throughout the day.

- 2.4.4. Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers).
- 2.4.5. Equip the reception area and all workstations with proper sanitation products, including disposable paper towels, hand sanitizer and sanitizing wipes.
- 2.4.6. Disinfect station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces between use for each client.
- 2.4.7. Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Use a vacuum with a HEPA filter wherever possible.
- 2.5. Where feasible, prohibit personal care service providers from sharing equipment, such as phones, tables, or computers. Any furniture, tools or equipment that must be used by more than one individual must be sanitized between uses in a manner that complies with the requirements contained in the [COVID-19 Site Specific Protection Plan](#). If personal care service providers must share a workspace, such as on alternating shifts, then the location must be sanitized in a manner that complies with the requirements contained in the [COVID-19 Site Specific Protection Plan](#) after each use.
- 2.6. Implement safety measures for clients, including:
 - 2.6.1. Personal care service providers must not see multiple clients at once. Services for one client must be completed before a new client is seen by the same personal care service provider. “Dual Services” – where more than one provider sees a client at the same time, i.e., for a manicure/pedicure – are prohibited.
 - 2.6.2. Remove and prohibit the use of product samples and testers.
 - 2.6.3. Do not provide food or beverages to clients.
 - 2.6.4. Remove portable items with surfaces that cannot be cleaned properly such as throw pillows, blankets or magazines. Consider removing or covering any other difficult to clean items that clients come into contact with.

2.6.5. Have a hard-surfaced, non-porous chair or large hard-surfaced or plastic basket or paper bag, or coat/hat rack for clients to put their clothes and other belongings on or in. Disinfect the chair, plastic basket, and coat/hat rack after every use. When hanging belongings ensure it is not in contact with another client's belongings.

3. Section 4 – Additional Requirements Specific to Esthetician and Skin Care Services:

3.1. Services that require a client to remove their face covering are prohibited unless they are exempt from the Face Covering Order.

3.1.1. Eyebrow waxing and threading, eyelash treatments, removal of facial hair, and facials are prohibited at this time.

3.2. Treatment tables or chairs must be covered with either clean treatment table paper, a clean towel, or a clean sheet before each use. After use, do not shake the dirty laundry. Place used linens in a lined receptacle with a tight-fitting lid and positioned outside the treatment to minimize the possibility of dispersing virus in the air.

3.3. Personal care service providers must wear disposable gloves at all times during the service and while cleaning or disinfecting implements and surfaces between each client session.

3.4. Before leaving the treatment area, personal care service provider must remove and dispose of gloves, and apply hand sanitizer or wash hands with soap and water.

3.5. When wax pots are running low and new wax needs to be added, empty any remaining wax and clean and disinfect the wax pot before refilling with new wax. Single use applicators must be disposed of immediately after use in a lined trash bin. The trash bin must have a tight-fitting lid and be lined with a disposable plastic bag.

4. Section 5 – Additional Requirements Specific to Nail Salons:

4.1. Disposable gloves must be worn throughout the entire service and while performing cleaning and disinfection of all implements and surfaces after each client. Once cleaning is finished, [remove](#) and dispose of gloves and apply proper hand sanitizer or wash hands with soap and water.

4.2. Foot-spas, basins and pedicure bowls must be properly cleaned and disinfected after every client even if a disposable plastic liner is used.

4.3. Nail salons should use disposable supplies whenever possible. Any non-disposable supplies must be fully disinfected between clients according to the California Board of Barbering and Cosmetology requirements.

4.4. All single use items, such as cardboard files, sand-bands for drills and buffers,

disposable sandals, toe separators, and applicators, must be used once and immediately disposed of in a lined, lidded trash can.

- 4.5. To reduce the number of touchpoints, prohibit clients from handling bottles of nail polish on display shelves, or remove the nail polish displays completely. A color palette may be used if it is cleaned and disinfected after each client use. Nail polishes bottles should be cleaned and disinfected before being returned to the display.
 - 4.6. Install a plastic partition between the personal care service provider and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure.
 - 4.7. Allow only one manicurist to work at each station and do not allow clients to get multiple services at the same time, such as a manicure and pedicure.
 - 4.8. Where feasible, nail salons should consider upgrading existing ventilation to include locally exhausted nail tables.
5. Section 6 – Additional Requirements Specific to Non-Medical Massage Services:
- 5.1. Services that require a client to remove their face covering are prohibited unless they are exempt from the Face Covering Order.
 - 5.2. Consider alterations to the treatment table setup to support the required cleaning and disinfecting protocols. This should include using disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with washable barriers like plastic covers that can be easily cleaned or pillowcases that can be removed and replaced between each client. Barriers are not a substitution for the required cleaning and disinfecting protocols.
 - 5.3. Clean linens must be stored outside of the treatment area.
 - 5.4. Consider providing any hand treatments as the last part of the service to minimize the spread of virus particles that may remain on the hands. Personal care service providers must wash their hands for at least 20 seconds or use hand sanitizer before and after performing hand treatments.
 - 5.5. Personal care service providers must wash their hands for at least 20 seconds with soap and water or use hand sanitizer prior to and immediately upon finishing massage services.