

COVID-19 Guidelines for Personal Service Settings

This guidance is to support owners/operators on how to reopen personal services settings starting June 12, 2020, in order to reduce the risk of staff and clients from exposure to COVID-19.

Personal Service Settings must comply with the PSS regulation in addition to Ontario's Emergency Orders and guidance from CK Public Health.

COVID-19 Transmission

Respiratory transmission: COVID-19 is an illness that is spread mainly from person-to-person through close contact from respiratory droplets of someone with COVID-19. The respiratory droplets can travel up to two metres/six feet when we cough, sneeze or talk.

Contaminated surfaces: It is possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or eyes.

Protective Measures to Keep Everyone Safe

- Stay home when you are sick.
- Keep a two metre/six feet distance from others, when possible.
- Wash your hands often, and avoid touching your face with unwashed hands.
- Cough or sneeze into your elbow.
- Wear a face mask when you are in an enclosed, public setting, and 2 metres physical distance cannot be maintained.
- Clean and disinfect commonly touched objects and surfaces routinely.

Employee Health Screening and Attendance

- Ensure staff are kept updated on the changes being made to protect them and their clients against COVID-19.
- Ensure all staff are actively screened before each shift.
- Stagger or adjust working hours and shifts to reduce the number of staff in your business.
- Have a flexible sick policy so staff do not come to work sick.
- Remind employees about the importance of reporting illness to their supervisor/manager.
- If employees become sick with COVID-19 symptoms while at work, direct them to go home right away and self-isolate. Instruct ill staff to call CK Public Health, Telehealth, their health care provider or an Assessment Centre to seek advice on getting tested.
- In general, employees can return to work 14 days after their symptoms began if they had COVID-19.
- There are no tests required for staff to be cleared to return to work.
- For other illnesses, or if an employee has tested negative for COVID-19, they should not attend work until they are symptom-free for at least 24 hours.

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Email: covid19@chatham-kent.ca

Prevent COVID-19 Outbreaks

- Maintain records of staff and clients to support public health contact tracing efforts (i.e. name, date, time, contact information).
- If a client or staff member has COVID-19 and may have been contagious while at the shop, public health will investigate and notify staff and clients who may have been exposed. This may include instructions for staff to self-isolate or self-monitor for COVID-19 symptoms.
- Anyone with even one symptom should stay home and get tested.
- Public health will advise of any additional cleaning and disinfecting measures needed to reduce the risk of spread in the setting.

Measures to Encourage Physical Distancing

- Assess your setting to identify areas needing adjustment based on public health requirements.
- Communicate to clients about the changes you have made to protect them against COVID-19, including by posting signage, updating information to your website or voice mail, etc.
- Limit entrances to control staff and clients entering the premise at any given time.
- Limit clients appointments to allow adequate space to maintain physical distancing between clients and staff.
- Do not allow clients to bring guests to the appointment, including children.
- Post physical distancing [signs](#) at all entrances, by cashiers or service counters.
- Provide visible cues such as tape, stickers or safety cones every two metres/six feet for customers lining up when waiting outside.
- Place markers or circles indoors so the clients know where to stand when interacting with staff.
- Remove non-essential furniture to allow ease of movement for physical distancing.
- Install plexiglass and other barriers if possible where there will be close contact between staff and clients, between workstations, and at the checkout.
- Do not have clients wait in a waiting room. Ask clients to call when they arrive and wait outside or in their car.
- Staff should remind clients to stay two metres/six feet apart, as much as possible.
- Discourage staff from congregating in lunchroom/common areas.
- When it is not possible to maintain a 2 metre distance, staff and clients must both wear a mask.
- Use tap features at checkout instead of cash where possible.

Client Screening

- Screen clients over the phone prior to booking an appointment.
- Place [posters](#) at the entrance to ensure clients do not enter if they have COVID-19 symptoms.
- Offer to reschedule appointments for clients, when they are sick.

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Masks for Clients

- Non-medical masks (i.e. cloth masks) should be worn by clients and staff, when 2 metres physical distancing cannot be maintained.
- Advise clients to bring their own mask or provide them with a disposable mask.
- Not all customers will be able to tolerate a mask. Alternative ways to provide service to these individuals should be considered.

Support and Encourage Proper Hand Hygiene and Respiratory Etiquette

- Educate employees on proper hand hygiene and respiratory etiquette.
 - Wash hands with liquid soap and warm water for at least 15 seconds frequently, before and after the handling of personal protective equipment and after each interaction.
 - [Cover cough or sneeze](#) with the elbow or a tissue. Immediately throw the tissue in the garbage and wash hands
- Provide alcohol-based hand sanitizer (with 60-90% alcohol concentration) in a dispenser for staff and customers to use.
- Continue to top up the supply of soap and paper towels throughout the day.

Support and Encourage Proper Use of Personal Protective Equipment (PPE)

- Provide staff training on the proper use of PPE and the importance of other infection prevention and control (IPAC) measures (i.e. hand hygiene, physical distancing).
- Non-medical masks should be used when physical distancing cannot be maintained and when providing service to clients.
- Wearing a non-medical mask will protect others from the wearer's respiratory droplets and germs.
- Staff should receive clear instructions on the [proper use of masks](#), when and how to safely put on and take off a mask.
- Use of disposable gloves is not a substitute for proper hand hygiene.
- If employees use gloves, it is important to change gloves when changing tasks, after every client, or more often, as necessary.
- When gloves are removed, new gloves must be used each time. Wash hands with soap and water for 15 seconds before putting on and after taking off gloves.

Laundry

- Dirty towels and linens must be placed in a lined laundry bin for washing with hot water and detergent using a washing machine. Dryers should be used as the heat further kills any viruses.
- Laundry baskets or reusable bags must be disinfected between uses and should not be used for clean towels/capes.
- Use a clean cape for each client, and consider using a disposable barrier between the client and their skin. Clean and disinfect capes between clients.

Enhanced Cleaning and Disinfection

- Cleaning, disinfecting or sterilization of items should continue as indicated in the Personal Services Setting Regulation.
- Remove shared magazines.
- When scheduling appointments, allow additional time between clients for proper cleaning and disinfecting of workstations and equipment.
- Ensure frequent cleaning and disinfecting of high-touch surfaces and common areas such as door handles, counters, cabinet doors, light switches, faucets, toilet handles, handrails, touch screen surfaces and keypads.
- Where possible, use disposable, single-use supplies.
- Commonly used cleaners and disinfectants are effective against COVID-19.
- Use only disinfectants that have a Drug Identification Number (DIN) or Natural Product Number (NPN) that confirms it is approved for use in Canada.
- Check the expiry dates of products you use, always follow the manufacturer's instructions.
- Ensure single-use items, including masks (if disposable) and gloves, are discarded immediately after use to reduce the risk of contamination. Garbage bins should be lined and disposed of regularly.

More Information & Additional Resources

As information changes frequently, please visit www.ckpublichealth.com/covid19/

[Ontario PSS Regulation](#)

[Personal Service Setting Guidelines, 2019](#)

[Guide to Infection Prevention and Control in Personal Service Settings](#)

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