

## Directive for Personal Services Settings

**To:** Personal Services Settings Operators  
**From:** Dr. David Colby, Medical Officer of Health  
**Date:** June 11, 2020  
**Re:** COVID-19 Directive for Personal Service Settings Operations within Chatham-Kent

---

Personal Service Settings (PSS) are permitted to reopen as of June 12, 2020. PSS must comply with the PSS regulation ([Ontario Regulation 136/18](#)), Ontario's emergency orders, as well as direction from CK Public Health.

This directive outlines operational requirements for PSS in CK, which are in place to reduce the risk of exposure of staff and clients to COVID-19. All settings must adhere to the following stipulations:

- Active screening must be conducted for all staff and clients entering the premises. Anyone who responds 'yes' to any screening question must not be permitted to enter. The following questions must be asked:
  - Are you currently experiencing any symptoms of respiratory illness?
  - Have you travelled internationally in the past 14 days?
  - Have you been exposed to a case of COVID-19 in the past 14 days?
- [Signage](#) advising that anyone with respiratory symptoms may not enter must be posted in conspicuous locations.
- Clients must be booked by appointment only. Walk-ins are not permitted at this time.
- Client contact information must be documented for all services provided. This includes name, date of service, and phone number.
- Indoor waiting areas must remain closed. Clients must wait in their cars or outdoors prior to their appointment times.
- No services that involve the face are permitted at this time.
- A service provider must only provide services to one client at a time. Note: you may have multiple service providers and clients in your business at the same time if space allows for appropriate physical distancing.
- A minimum of 2 metres physical distance must exist between service provision areas. This may need to be increased to account for movement by the client or the service provider.
- All commonly touched surfaces must be cleaned and disinfected routinely and between clients.
- Masks covering the nose and mouth must be worn by service providers and clients anytime 2 metres of physical distance cannot be maintained.
- Service providers must perform hand hygiene routinely and between clients.

Additionally, please find attached **COVID-19 Guidelines for Personal Services Settings**. These guidelines provide comprehensive operational instructions. Consider how these guidelines apply to your setting, and implement all that are applicable.

Failure to follow any requirements stipulated by CK Public Health will result in enforcement actions taken. PSS operational requirements will be continually assessed and adjusted as the COVID-19 pandemic progresses. You will be notified of any changes in requirements.

Thank you for your cooperation in keeping our community safe.

Sincerely,



W. David Colby, MSc, MD, FRCPC  
Chatham-Kent Medical Officer of Health