

COVID-19 Public Health Guidance: Personal Care Services (Personal Service Settings)

This guidance is intended to support owners and operators with safely reopening personal service settings (PSS) in Step 2 of Ontario's [Roadmap to Reopen](#). The province of Ontario will enter Step 2 at 12:01 a.m. on Wednesday, June 30, 2021. At that time, personal care services that **do not** require the removal of a mask or face covering may be provided. Personal service settings (PSS) include hairstyling and barbering, tattooing, micropigmentation, ear and body piercing, electrolysis, nail salons, and aesthetic services.

It is the responsibility of the person in charge of a business or organization to be aware of the requirements for Step 2, as outlined in:

[O. Reg. 263/20: Rules for Areas in Step 2.](#)

As a workplace, all Personal Service Settings must comply with the Peterborough Public Health [Letter of Instruction to Workplaces](#), which includes the requirement for the use of Personal Protective Equipment (PPE) by workers.

As always, Personal Service Settings must ensure that they comply with the requirements outlined in [O. Reg. 136/18: Personal Service Settings](#).

Step Two Requirements for Reopening

General Rules for all Businesses / Organizations

- Operate in accordance with all applicable laws, including the [Occupational Health and Safety Act](#), and the regulations made under it.
- Follow all [advice, recommendations and instructions](#) from public health officials.
- Follow all public health requirements for [screening](#) of workers, patrons and essential visitors.
- Ensure that the capacity limit for the business is posted in a conspicuous place, visible to the public.
- Ensure that members of the public comply with mask/face covering requirements as outlined in [O. Reg. 263/20](#).
- Arrange the workplace and lunch/break rooms to accommodate physical distancing of at least 2 metres / 6 feet.
- Ensure that any lineups for the business/organization are managed to ensure that physical distancing is in place and masks/face coverings are worn.

COVID-19 Safety Plans

- Persons responsible for a business or organization that is open to the public shall prepare (in writing) and make available by posting in a conspicuous location, a COVID-19 safety plan, which describes the measures and procedures implemented to reduce the risk of transmission of COVID-19.
- The safety plan shall, as a minimum, describe how the requirements of the regulation and other Orders will be implemented at the business including screening, physical distancing, masks/face coverings, cleaning and disinfecting of surfaces and objects, wearing of personal protective equipment and the prevention of crowding.
[Develop your COVID-19 workplace safety plan | Ontario.ca](#)

Active Screening of Workers

Persons responsible for businesses and organizations must ensure that all workers (including employees, independent contractors, managers, directors, officers, owners, partners, shareholders, volunteers, students or any other person engaged in the employer's activity at the workplace) are actively screened for symptoms of COVID-19, in accordance with the provincial screening tool, and that active screening is recorded and documented on a daily basis.

- [COVID-19 worker and employee screening \(ontario.ca\)](#)
- Peterborough Public Health [resources for active screening](#)

Requirements Specific to Personal Service Settings

Personal care services relating to the hair or body, including hair salons and barbershops, manicure and pedicure salons, aesthetician services, piercing services, tanning salons, spas and tattoo studios, may open if they comply with the following conditions:

1. No personal care services that require the removal of a mask or face covering may be provided.
2. Persons who provide personal care services in the business must wear appropriate personal protective equipment.
 - NOTE: for persons providing personal care services, appropriate personal protective equipment means, as a minimum, a **medical grade mask and eye protection** (well-fitted safety glasses, goggles, or a face shield). For more information refer to the [PPH Letter of Instruction for Workplaces](#) and [PPH's webpage on Personal Protective Equipment](#).
3. No member of the public may be permitted to enter the premises except by appointment.
4. No member of the public may be permitted to be in the premises except for the period of time during which they are receiving personal care services.
5. The total number of patrons permitted indoors in the establishment must be limited to the number that can maintain a physical distance of at least two metres from every other person in the establishment, and in any event cannot exceed 25 per cent capacity.
 - NOTE: to determine 25% capacity, take the total square metres of floor area accessible to the public in the business/facility (exclude counters, shelves, storage areas, etc.), **divide that number by 16**, and round down to the nearest whole number.

6. The person responsible for the establishment must post a sign in a conspicuous location visible to the public that states the capacity limits under which the establishment is permitted to operate.
7. Music must not be played at a decibel level that exceeds the level at which normal conversation is possible.
8. Steam rooms and saunas must be closed.
9. Oxygen bars must be closed.
10. Individuals must be actively screened in accordance with the advice, recommendations and instructions of the Office of the Chief Medical Officer of Health before they enter the indoor premises of the establishment.
 - [COVID-19 customer screening \(ontario.ca\)](#)

Please note that requirements 4 and 5 in the list above do not apply to a single caregiver accompanying an individual receiving personal services or to a single child of such individual.

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.

Key Risk Factors: There are five (5) key risk factors associated with the transmission of COVID-19, which inform infection prevention and control efforts.

- Close contact
- Closed spaces
- Crowded places
- Prolonged exposure
- Forceful exhalation

More Information

As information changes frequently, please visit <https://www.peterboroughpublichealth.ca/> to stay up to date. Other useful resources include:

- [Guide to Infection Prevention and Control in Personal Service Settings, 3rd edition \(publichealthontario.ca\)](#)
- [Canadian Centre for Occupational Health & Safety: COVID-19 Health and Safety Resources](#)
- [Workplace Safety & Prevention Services Guidance on Health and Safety for the Personal Care Service Sector during COVID-19 \(wsps.ca\)](#)
- [Peterborough Public Health – Resources for Workplaces](#)

If you have additional questions, you may contact us at (705) 743-1000 to speak with a Public Health Inspector or e-mail: environmentalhealth@peterboroughpublichealth.ca.