

Advice from Durham Region Health Department for Personal Service Settings*



- ✓ Be aware of the most current, credible public health information/recommendations and communicate these to your staff and patrons. For further details refer to **Ontario Regulation 263/20: Rules for Areas in Step 2**.
- ✓ A safety plan, outlining how to protect staff and the public against COVID-19 within the facility must be made available upon request. A copy of the safety plan must be posted within the facility for viewing by staff and the public. For more details visit the Durham Region Health Department document **Safety Plan Template**, **COVID-19 Workplace Safety Plan Checklist** and the Province's document **Develop Your COVID-19 Workplace Safety Plan**.
- ✓ For retail and workplace establishments refer to the **Section 22 Class Orders** for further details of the requirements.
- ✓ The maximum capacity at personal service settings is limited to the number of patrons that can maintain a physical distance of at least 2 metres from every other person in the establishment and cannot exceed 50% capacity. Capacity limits must be posted in a place that is visible to the public.



Post signs at all entrances directing those who are ill not to enter. Advise staff and patrons to stay home if they are experiencing symptoms of COVID-19 or have been in close contact with anyone who has been sick with the virus.



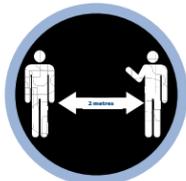
When arranging chairs/equipment, include allowance for movement of staff and clients to ensure physical distancing is maintained.



No services that require the removal of a mask may be provided.



Remind staff to wash their hands before and after eating, using the washroom, before and after providing service to the client or before putting on and after removing Personal Protective Equipment (e.g. masks, eye protection, gloves, etc.). Post handwashing posters at the stations.



Maintain physical distancing by keeping 2 metres apart between individuals. Adhere to the gathering/capacity restrictions set out by the **Province**.



Visitors must wear masks and staff must wear a medical mask. Staff must wear a medical mask **and** eye protection when they come within 2 metres of another person who is not wearing a mask while indoors and where there is no impermeable barrier in place. A face shield is not a substitute for a mask.



Staff must be trained on the proper use of how to put on and remove Personal Protective Equipment such as masks, face shields, gowns, and gloves. If staff use gloves, they must be changed when changing tasks, after every client, or more often, as necessary. If goggles and face shields are used, they should be labeled with the employee's name and cleaned and disinfected routinely.



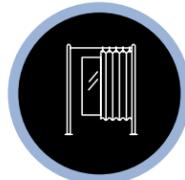
Place dirty towels/linens in a lined laundry bin for washing with hot water and detergent in a washing machine. Dryers should be used as the heat further kills any viruses. Laundry bins or reusable bags must be cleaned and disinfected between uses and should not be used to store clean towels/linens.



Limit the volume of music (e.g. to be no louder than the volume of a normal conversation)



Cleaning, disinfecting or sterilization of equipment/tools should continue as indicated in the **Personal Services Setting Regulation**. Limit the sharing of equipment/tools by assigning each employee a set of tools for their use only. Where possible, use disposable, single-use supplies.



Any locker rooms, change rooms and showers must be maintained in a clean and sanitary manner. Recommend cleaning and disinfecting surfaces be cleaned and disinfected twice per day at a minimum and when visibly dirty.



Steam rooms, saunas, oxygen bars must be closed.



Recommend installing barriers, markers and signage reminders. When physical barriers are provided, staff are still required to wear a mask.



Maintain records for at least 1 month with contact information (full name & phone number), date and time of visit for every client that has received services. This information will be used for contact tracing and only disclosed when requested by the Medical Officer of Health or an inspector under the Health Protection and Promotion Act.



Use contactless payment systems and avoid handling money. Keypads and touch screens must be cleaned and disinfected after every use by patrons.



Clean and disinfect high touch surfaces/ equipment frequently (e.g. door handles, counters, barriers, washrooms etc.). Recommend cleaning and disinfecting twice per day at a minimum and when visibly dirty. Use only disinfectants that have a Drug Identification Number (DIN) given and approved by **Health Canada** and follow the manufacturer's direction regarding contact time. Maintain cleaning and disinfecting logs.



Appointments are mandatory. Members of the public only allowed inside the premises while receiving personal care services. Schedule appointments to allow adequate space to maintain physical distancing. Ask customers to book appointments online or by phone. Do not allow clients to bring guests to the appointment, including children. If patrons are lining up/congregating outside the facility physical distancing must be maintained.



Ensure properly stocked, frequently cleaned and disinfected handwash and/or hand sanitizer stations are made available at the entrance and throughout the facility.



Stagger staff shifts and break times. Schedule extra time between appointments to allow for cleaning and disinfecting.



Active screening must be completed for all staff and clients that are receiving services. Screening logs must be maintained for 30 days and only disclosed when requested by the Medical Officer of Health or an inspector under the Health Protection and Promotion Act. For detailed guidance visit the Ministry of Health's website **Ontario COVID-19 Screening**.