

COVID-19 TOOLKIT

Personal Care Establishments



This toolkit provides guidance for personal care establishments to support safety for employees and clients.



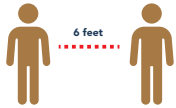
This toolkit includes:

1. COVID-19 Prevention Practices
2. Physical Distancing Requirements
3. Infection Control
4. Protecting Employees
5. Protecting Clients
6. Resources to communicate with your employees and clients

These protocols are mandates.

**To prevent the spread of
COVID-19 through personal
care establishments, here's
what you need to know
and do:**

1. COVID-19 Prevention Practices



Physical distancing of at least 6 feet



Use of face coverings by employees and customers



Frequent handwashing and regular cleaning




Employee training on COVID-19 protocols



2. Physical Distancing Requirements

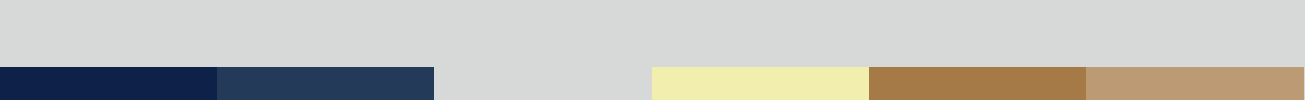
- Services may only be provided in outdoor areas as permitted by the California Board of Barbering and Cosmetology and local zoning or other laws. Outdoor facilities may be covered but must have sufficient airflow and cannot be enclosed on the sides.
- Stagger appointments and use virtual check-in technology wherever possible. No walk-in appointments are available and customers are encouraged to wait outside or in their cars.
- Electrology, tattooing, microblading and permanent make-up and piercing may not operate outside and are not permitted until these indoor services are allowed by the Health Officer order.
- Mobile or in-home personal care services are not allowed and facial massages that require the customer to remove their face covering are not allowed.
- Employees may access indoor areas of the establishment to use the restroom, take breaks, sanitize equipment, access supplies or conduct essential business. Customers may not enter the establishment at any time.

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- Outdoor reception areas should be established to support adequate physical distancing, and clients waiting to check-in should maintain a six-foot distance from each other.
 - Ensure physical distancing of six feet between and among workers and customers, except while providing services that require close contact. Use barriers, such as plexiglass, at reception desks, workstations, or other areas where physical distancing cannot be maintained
 - View all physical distancing requirements by visiting the [Personal Care Establishment Protocols](#).




3. Infection Control

- Maintain a log of all clients with contact information. Contact clients before scheduled visits to ensure neither they nor household members are exhibiting any COVID-19 symptoms.
- All appliances and implements at workstations and in treatment areas are disinfected between each customer.
- Treatment tables must be covered with treatment table paper, a clean towel, or clean sheet that is changed after each use, and tables must be disinfected between clients.
- The entire facility must be cleaned and disinfected at least daily with high traffic areas, common areas, and frequently touched surfaces and objects cleaned more frequently.
- Amenities, including magazines, books, coffee, and water must be removed, and “test” products must be removed and discarded.
- Contactless payment systems are in place or, if not feasible, systems are sanitized after each use by a different person. Clients should pay with exact cash payment or check.

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- Restrooms and handwashing facilities are kept stocked with soap, paper towels, and toilet paper and sanitized regularly. Hands-free equipment is installed wherever feasible.
 - Pedicures done outside are limited to portable tubs/bowls that are cleaned with a bactericide, fungicide, and virucide disinfectant. Minimize the use of fans that blow air between individuals.
 - View additional infection control protocols and special considerations for massage services, nail salons, and esthetician, skin care, and cosmetology services, by visiting the [Personal Care Establishment Protocols](#).

4. Protecting Employees

- All employees are told not to come to work if they are sick or if they are exposed to a person who has COVID-19.
- Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should be done at the worksite if feasible.
- All employees who interact with the public or other employees must wear cloth face coverings. Employees should use face shields with drapes in addition to face coverings when providing personal services that require the removal of the client's face covering. Employees instructed not to wear a face covering by their medical provider should wear a face shield with a drape.
- Each employee is assigned their own tools, equipment, work supplies and defined workspace to eliminate or minimize the sharing of held items.

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- Ensure hand hygiene practices including allowing employees time to wash their hands, the use of hand sanitizer, and proper glove use.
 - Shift schedules and breaks are staggered to maximize physical distancing.
 - Provide a closed container where employees can place used linens and ensure workers who handle dirty laundry wear gloves.
 - Establishment must comply with Cal/OSHA standards for electrical safety and heat illness prevention for outdoor workers, including having a prevention plan with written procedures that includes access to water, shade, cool down breaks, employee monitoring, and training.
 - Employees working outdoors are encouraged to use sunblock regularly during their shift.
 - View additional employee protection protocols by visiting the [Personal Care Establishment Protocols](#).

5. Protecting Customers

- Maintain a log of all clients with contact information. Contact clients before scheduled visits to ensure neither they nor household members are exhibiting any COVID-19 symptoms.
- Symptom checks are conducted before patrons may enter the facility, including a check-in concerning cough, shortness of breath, difficulty breathing, and fever or chills. This can be done in-person upon arrival, via online check-in systems, or through signage stating that visitors with these symptoms may not enter the premises. Reschedule appointments at least 14 days in the future for any clients exhibiting or reporting symptoms or exposure.
- All customers must wear cloth face coverings at all times, except when it must be removed for services involving that part of the face. Only children under 2 and individuals who have been instructed not to wear a face covering by their medical provider are exempt.
- Workers do not see multiple clients at once. Services for one customer are completed before a new customer is seen by the same worker.
- Hand sanitizer, sanitizing wipes, tissues, and trash cans are available in reception areas and at workstations.
- Cashless transactions or exact cash payments are encouraged.
- View additional customer protection protocols by visiting the [Personal Care Establishment Protocols](#).



6. Resources to communicate with your staff and customers

Click on the link to find Guidances that must be followed:

Reopening Protocol for Personal Care Establishments

(must be posted at all public entrances)

Workplace Managers Guidance

Responding to COVID-19 in the Workplace Guidance

Cleaning and Disinfection Matrix

Posters

Notice to Customers Poster

Physical Distancing Poster

Cloth Face Covering Poster

Stay Away if Sick Poster



LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH

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