

COVID-19 Industry Guidance: Esthetic, Skin Care, Electrology, and Massage Therapy Personal Services

	Widespread Tier 1	Substantial Tier 2	Moderate Tier 3	Minimal Tier 4
Personal Care Services: Esthetic, Skin Care, Electrology, and Massage Therapy	Open indoors with modifications	Open indoors with modifications	Open Indoors with modifications	Open Indoors with modifications

Background

COVID-19, also known as the novel coronavirus, is a respiratory illness that is spread through the air via respiratory droplets from an infected person or by touching contaminated surfaces.

Preventing the transmission of COVID-19 requires a combination of prevention measures including: physical distancing, wearing face coverings, sanitizing surfaces, and staying home when not feeling well. **PLEASE NOTE: Physical distancing alone is insufficient to prevent transmission of COVID-19.**

This document provides guidance for expanded personal care services, which includes personal care that requires touching a client’s face, e.g. facials, electrolysis, and waxing. This guidance applies to esthetic, skin care, electrology, and massage therapy (in non-healthcare settings). Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations.

[COVID-19 Industry Guidance for Expanded Personal Services](#) (State Guidelines) have been published by the State of California and must be followed to help prevent the spread of COVID-19. Requirements may change. Please check Official California State Government webpages for the most current information.

For the most updated information on county tier status, visit [Blueprint for a Safer Economy](#).

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Overview

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact or in a poorly ventilated area with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

As public health orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public. Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by workers (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training workers on these and other elements of the COVID-19 prevention plan.

In addition, it is important to have in place appropriate processes to identify new cases of illness in the workplace and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

Develop, Implement, and Maintain a Worksite Specific Plan

Hereinafter the term worker(s) includes employee, contractor, independent contractor, contract worker, licensee, temporary employee/worker, booth renter/tenant, staff, etc.

- Establish a written, worksite-specific COVID-19 prevention plan at every location, perform a comprehensive risk assessment of all work areas and work tasks, and designate a person at each facility to implement the plan.
- Incorporate the [CDPH Face Covering Guidance](#) into the Workplace Specific Plan and include a policy for handling exemptions.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees or customers.
- Notify all employees in writing, and employers of subcontracted employees, who may have been exposed to COVID-19 and report workplace outbreaks to the local health department. For additional information on employer responsibilities under AB 685 (Chapter 84, Statutes of 2020), refer to the [Enhanced Enforcement and Employer Reporting Requirements](#) from Cal/OSHA and the [Employer Questions about AB 685](#) from CDPH.
- Train and communicate with workers on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for a cumulative total of 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive worker(s) and close contacts.
- Do not allow a worker with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14 day self-quarantine period from the last date of exposure.

Topics for Worker Training

- [Prevention, transmission, and care of COVID-19 illness.](#)
- [COVID-19 Fact Sheet](#)
- [Hand Hygiene](#)
- Self-screening at home using [CDC guidelines](#)
- [COVID-19 Symptoms](#)
- COVID-19 specific [exclusion criteria](#)
- When to seek medical attention. Further details are available on [CDC's webpage](#)
- [Respiratory etiquette](#)
- Proper use of face coverings, including:
 - The use of face coverings by everyone can limit the release of infected droplets when talking, coughing, and/or sneezing, as well as reinforce physical distancing. The California Department of Public Health (CDPH) released [Guidance on the Use of Face Coverings](#), which requires that workers and customers must use face coverings during services whether indoors or outdoors. Some individuals may be [exempt](#) from wearing a face covering. Request customers to bring in their own face coverings or provide clean face coverings for staff and customers.
 - Face covering guidelines can change. For the most up to date face covering requirements and exclusions, visit [cdph.ca.gov](#).
 - [Proper use, removal and washing of cloth face coverings](#).
 - Face coverings are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Face coverings must cover the nose and mouth.
 - Workers should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings should be washed or discarded after each shift.
- Manufacturer's directions for cleaning and disinfecting, Cal/OSHA requirements for safe use of disinfectants, and hazards of disinfectants (see Cleaning and Disinfecting section below).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Information on paid leave benefits the worker may be entitled to receive that would make it financially easier to stay at home. See additional information [on government programs supporting sick leave and worker's compensation for COVID-19](#), including sick leave rights under the [Families First Coronavirus Response Act](#).
- Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.

Individual Control Measures and Screening

- Contact clients before visits to confirm appointments and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the client answers in the affirmative, reschedule the appointment.
- Tell clients that no additional friends or family will be permitted in the facility, except for a parent or guardian accompanying a minor.
- Display a set of guidelines for clients that are to be a condition of entry in clearly visible locations. The guidelines must include instructions to wear face coverings, use hand sanitizer or wash hands, maintain physical distance from other clients, and that people with symptoms of COVID-

19 or who have recently been exposed to someone with symptoms must reschedule their appointment.

- Employer should provide and ensure workers use all required protective equipment, including eye protection, gloves, and face shields where necessary.
- Workers must wear a face covering throughout the entire interaction with the client or a respirator, where required. Respirators are required where ventilation is insufficient to reduce exposure below permissible exposure limits established in Title 8 [section 5155](#). In cases of chemical exposure, only elastomeric respirators with the correct chemical cartridge combined with a particulate filter are appropriate for use.
Some individuals may be [exempt from wearing a face covering](#).
- Facilities should provide clean face coverings for staff and make them available to clients, if possible.
- During procedures, workers should consider wearing a face shield for eye protection (with a face covering), if available.
- Disposable gloves should be worn throughout the entire service and while performing cleaning and disinfection of all implements and surfaces after each client. Once cleaning is finished, remove and dispose of gloves and apply proper hand sanitizer or wash hands with soap and water.
- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors that enter the establishment. Make sure the temperature/symptom screener avoids close contact with other workers to the extent possible. Both screeners and workers should wear face coverings for the screening.
- Clients should be temperature and/or symptom screened upon arrival. Be prepared to cancel or reschedule clients who indicate they have any signs of illness.
 - For temperature checks, the preferred method is a no-contact thermometer, such as a forehead thermometer, if possible.
 - Do not use a contact thermometer on multiple persons without disposable guards or disinfection between persons.
 - Operators have the right to cancel reservations for individuals/parties with symptomatic guests and refuse entry.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#).
- Encourage workers and clients who are sick or exhibiting symptoms of COVID-19 to stay home.
- Do not allow workers with new or worsening symptoms of COVID-19 to return until:
 - In the case of an employee who was symptomatic with mild to moderate illness and thinks or knows they had COVID-19, they must isolate at home. The employee may return to work when **all three** of the following criteria are met:
 1. At least 10 days have passed since symptoms first appeared; and
 2. At least 24 hours have passed since last fever without the use of fever reducing medications, and
 3. Symptoms (e.g., cough, shortness of breath, etc.) have improved.
 - In the case of an employee with no symptoms of illness, but tested positive for COVID-19, the employee may return to work when there has been 10 days since the first positive test **and** they continue to have no symptoms.
 - If the case of an employee has been exposed to someone who has tested positive for COVID-19, the employee may return to work following a 14 day quarantine if there have been no symptoms.

- An exposure is defined as someone who has had close contact (less than 6 feet) for a cumulative total of 15 minutes. More information on when to quarantine can be found at the [CDC website](#).
- In the case of a worker who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return until they have completed the same three step criteria listed above; if the individual has symptoms that could be COVID-19 and wants to return before completing the above self-isolation period, the individual must obtain a medical professional's note clearing the individual for return based on an alternative diagnosis.
- Provide a place to wash hands with both hot and cold water, hand soap, disposable towels, and a no-touch trash can.
- Require all clients to wash their hands upon entering the salon/shop and before each service.
- Provide resources and work environment that promote personal hygiene. (e.g. provide tissues, hand soap, approved alcohol-based hand sanitizers, approved disinfectants, and disposable towels for workers to clean their work surfaces).
- Employer should consider the location where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer (e.g. workers who are screening others for symptoms or handling commonly touched items).
- Disposable gloves should be worn for services that require them. Wearing gloves should be done in conjunction with regular hand washing and is not a substitute for regular hand washing.
- Workers and customers **must** use face coverings during haircutting and other close contact hair services. Some individuals may be [exempt](#) from wearing a face covering. (See Topics for Worker Training for additional information).
 - Remind guests in advance to bring a face covering, otherwise they should not be allowed to enter the premises (unless exempted per the CDPH Face Covering Guidance). Consider making face coverings available for guests who may arrive without them.
- If at any time a worker touches their face, nose, eyes, cell phone, door, credit card machine or any surface they have not sanitized, they must immediately change their gloves or rewash hands with soap and water.

Ventilation, Cleaning and Disinfecting Protocols

- Use hospital grade, [Environmental Protection Agency \(EPA\)-approved products](#) to clean and disinfect anything the client came in contact with, including treatment tables, stools, bolsters, door knobs, side tables, chairs, etc. Follow the product manufacturer's recommendations for contact time. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface.
- Never use hand sanitizers with [methanol](#) due to its high toxicity to both children and adults.
- Provide workers training on manufacturer's directions for cleaning and disinfecting and Cal/OSHA requirements for safe use.
- Provide workers training on the hazards of cleaning and disinfecting chemicals. Workers using cleaners or disinfectants should wear gloves and other protective equipment as required by the product.
- Ensure that workers have coordinated and put a plan in place for cleaning and disinfection at the beginning and end of each shift and in between clients. Perform thorough cleaning in high traffic areas, such as reception areas, and areas of ingress and egress including stairways, stairwells, and handrails.

- Use disposable supplies whenever possible. Any non-disposable supplies must be fully disinfected between clients according to the California Board of Barbering and Cosmetology guidelines.
- All single use items must be used once and immediately thrown away in a lined, lidded trash can.
- To reduce the number of touchpoints, remove any displays of products for sale.
- Frequently disinfect commonly used surfaces including credit card terminals, counters, reception area seating, door handles, light switches, phones, toilets, and handwashing facilities.
- Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health.
- Since porous surfaces such as chair seats cannot be easily disinfected, consider covering with a plastic or disposable liner and cleaning or disposing of the liner after each client.
- All appliances at work stations and in treatment rooms should be properly disinfected between each client.
 - For non-porous implements, such as tweezers or scissors, clean the item with hot, soapy water to remove any physical debris. Rinse and dry the implement completely. Follow by immersing the implement in an EPA-registered disinfectant for the full contact time as stated by the manufacturer's directions. Items should be removed at the end of contact time, rinsed, and dried with a clean paper towel.
 - For electrical implements such as magnifying LED lamps, hot towel warmers, and esthetic devices, clean the implement with a spray or wipe to remove any physical debris. Follow with an EPA-registered disinfectant spray or wipe for the full contact time as noted by the manufacturer's directions. Use caution when using a spray and be sure your device is unplugged and do not spray into the motor. For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
- Store all clean equipment in a clean, covered place.
- Workers should wear disposable gloves when removing used linens, towels, and other draping for each treatment. Do not shake the dirty laundry. Place used linens in a lined, lidded receptacle positioned outside the treatment space to minimize the possibility of dispersing virus in the air. Dirty linens should not be used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160 degrees Fahrenheit for at least 25 minutes. Store all clean linens in a clean, covered place.
- Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air unless all persons in the area have appropriate PPE. Use a vacuum with a HEPA filter wherever possible.
- Workers should consider wearing a clean, launderable or disposable smock, if available. Otherwise, change clothes at the end of the shift before going home.
- All on-site laundry rooms or laundry storage rooms must be fully sanitized daily.
- Remove items (e.g., throw pillows, fabric-lined chairs, seat cushions) with surfaces that cannot be cleaned properly.
- Have a hard-surfaced, non-porous chair or large hard-surfaced or plastic basket for clients to put their clothes on or in.
- Thoroughly clean any product display areas, including all shelving and display cases. Remove and discard any open "test" products and discontinue this practice to help reduce contamination. Add signage to this area to let clients know it is cleaned and disinfected daily.

- Encourage the use of credit cards and contactless payment systems. If electronic or card payment is not possible, clients should come with exact cash payment or check.
- Consider upgrading to touchless faucets, soap and paper towel dispensers, and adding touchless, automatic hand sanitizer dispensers. Ensure soap dispensers and paper towel dispensers are regularly filled.
- Equip reception areas and workstations with proper sanitation products, including hand sanitizer and sanitizing wipes.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the worker's job duties.
- Workers should avoid sharing phones, tablets, laptops, desks, pens, and other work supplies, wherever possible. Never share PPE.
- Consider opening treatment room windows, if feasible and within security protocols. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
- Where possible, install portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all working areas and other indoor spaces.
- Check the [CDPH website](#) periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.
- In addition to the above cleaning and disinfecting protocols cosmetology, barbering, and electrology businesses must follow the existing [California Board of Barbering and Cosmetology rules](#). Additional rules may also apply for businesses at the local, county-level.
- Evaluate existing hygiene and sanitation protocols and cleaning processes and update where necessary.

Physical Distancing Guidelines

- Consider whether it is feasible to install a plastic partition between the worker and client with ample space cut out to perform the service.
- Implement measures to ensure physical distancing of at least six feet between and among workers and clients, except while providing the services that require close contact. This can include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers and/or clients should stand).
- Establish an outdoor reception area where customers can check in while still following physical distancing guidelines. Take measures at reception area or other areas where physical distancing cannot be maintained to minimize exposure between workers and customers, such as Plexiglas or other barriers.
- Maintain at least six feet of physical distance between each work station area, and/or use impermeable barriers between work stations to protect clients from each other and other workers.
- Stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each client visit. Consider servicing fewer clients each day or expanding operating hours to allow for more time between clients.
- Only bring clients into the building when the worker is ready for them, to eliminate anyone needing to spend any time in the lobby or waiting area. Ask clients to wait outside or in their cars rather than congregating in reception areas. Reception areas should only have one client at a time or the area should be modified to support adequate physical distancing, including removing chairs and sofas or spacing them further apart.
- Only schedule the number of clients that will allow for social distancing of at least six feet from others.

- Walk-in clients should wait either in their own cars or outside with at least six feet separation between individuals.
 - A sign should be posted at the entrance to the salon/shop with a phone number that clients should call to schedule an appointment when they arrive outside the salon/shop.
- Do not allow clients to bring extra people to the appointment, such as children.
- Take measures at reception desks or other areas where physical distancing cannot be maintained to minimize exposure between workers and clients, such as Plexiglas or other barriers.
- Consider offering workers who request modified duties options that minimize their contact with clients and other workers (e.g., managing inventory or managing administrative needs through telework).
- Require workers to avoid handshakes, fist bumps, hugs, or similar greetings that break physical distance.
- Discourage workers from congregating in high traffic areas, such as bathrooms, hallways, or credit card terminals.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Adjust any staff meetings to ensure physical distancing. Hold meetings over the phone or via webinar for workers wherever possible.

Additional Considerations

- Ask clients to wash their hands before any services are provided.
- Before leaving the outside treatment area, remove and dispose of gloves, apply proper hand sanitizer or wash hands with soap and water.
- Workers should wear a face shield for eye protection (with a face covering) when they are providing clients treatment on facial or neck areas that do not enable the client to wear a face covering.
- Disposable gloves should be worn throughout the entire esthetic service and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Single use applicators must be used and disposed of immediately after use in a lined trash bin. The trash bin should have a lid and should be lined with a disposable plastic bag.
- Do not allow food or beverages to be at stations or in treatment rooms.
- If fans, such as pedestal fans or hard-mounted fans, are used in the facility, take steps to minimize air from fans blowing directly from one person toward another. If fans are disabled or removed, workers should remain aware of possible heat hazards and take steps to mitigate them.
- Personal care facilities may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all workers and clients.

Massage Services:

- Consider alterations to the massage table setup to support the required cleaning and disinfecting protocols. This could include using disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with washable barriers like pillowcases that can be removed and replaced between each client. Barriers are not a substitution for the required cleaning and disinfecting protocols.
- Evaluate whether facial massages or other hands-on work to the face will be offered. If providing such services, use non-latex gloves for this part of the treatment. Facial massages should not be performed if it requires removal of the client's face covering.
- Provide any hand treatments as the last part of the massage service.
- Workers should wash their hands immediately upon finishing massage services.

Electrology Services:

- Electrology services must not be provided in the outdoor setting because they are invasive procedures that require a controlled hygienic environment to be performed safely.
- Electrologists must use disposable gloves during the client's entire treatment. Electrologists should wear a face shield for eye protection (with a face covering) when they are providing clients treatment on facial or neck areas that do not enable the client to wear a face covering.
- Clients having any other areas treated should be required to wear a face covering throughout the service, if able to wear one per the [CDPH Face Covering Guidance](#).
- Tweezers, rollers, and needle holder caps should be properly cleaned and sterilized between each client. This could include the use of an autoclave or placing the items in a sealed pouch and sterilizing them in a dry heat sterilizer. The pouch should not be reopened until the next client's treatment session begins.
- Where possible, use disposable probes that do not require a probe tip or cap, which will reduce exposure points. If not using disposable probe tips or caps, the removable tip or cap of the epilator needle/probe holder must be cleaned and disinfected after each client.
- Needles used for electrolysis must be single-use, disposable, prepackaged, and sterile and disposed of in an approved sharps container immediately after use. Sharps containers must be discarded in accordance with biomedical waste regulation.
- Heat produced by the electrical current passing through an electrolysis needle is not sufficient to sterilize it.
- Ultrasonic cleaning units, forceps, and all containers, including their removable parts, must be cleaned and disinfected between each client according to the manufacturer's instructions

Resources:

[Statewide Industry Guidance](#)

[Sacramento County COVID-19 Updates](#)

[California Board of Barbering and Cosmetology](#)

[Cal/OSHA](#)

[Memorandum from the California Department of Consumer Affairs](#)

Document was prepared by Sacramento County's [Environmental Management Department](#)

Summary of Revisions

8/24/2020: Initial version

9/8/2020: Updated wording on page one to “current Public Health Order”. No other changes made.

9/29/2020: County moved to red tier. Removed requirement and guidance for outdoor services. Added guidance for electrology.

11/9/2020: Update guidance to align with state guidance released 10/20/2020. Updated web links for CDPH for face coverings.

Revision: 11/17/2020

PHO: 11/13/2020