



Consistent with the State’s Framework for a Safer Economy, San Francisco is allowing certain businesses and other activities to reopen or expand starting March 24, 2021. The decisions to reopen balance the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

Even though COVID-19 case rates have come down significantly, and more people are vaccinated, there remains a risk that people who you come into contact with when you are outside your Residence may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. Due to limited supply of vaccine, only a minority of San Franciscans are fully vaccinated. We also have confirmed there are new, more contagious virus variants in the San Francisco Bay Area and that some of these variants are more likely to cause serious illness and death in unvaccinated people.

The opening or expansion of sectors does not necessarily signify that these activities are “safe.” The purpose of the required safety protocols contained in the order and directives is to make these activities and sectors safer for workers and the public. But reopening and expansion requires that all individuals and businesses use particular care and do their part to make these activities as safe as possible by strictly and consistently wearing Face Coverings and following Social Distancing Requirements and all other safety protocols.

People at risk for severe illness with COVID-19—such as unvaccinated older adults, and unvaccinated individuals with health risks—and members of their household are urged to defer participating at this time in activities with other people outside their household where taking protective measures of wearing face masks and social distancing may be difficult, especially indoors or in crowded spaces.

DIRECTIVE OF THE HEALTH OFFICER No. 2020-23e

**DIRECTIVE OF THE HEALTH OFFICER OF
THE CITY AND COUNTY OF SAN FRANCISCO REGARDING REQUIRED BEST
PRACTICES FOR BUSINESSES PROVIDING HAIR, BARBER, NAIL, SKIN CARE,
MASSAGE, COSMETOLOGY AND CERTAIN OTHER PERSONAL SERVICES
OUTDOORS IN A NON-HEALTHCARE SETTING**

(PUBLIC HEALTH DIRECTIVE)
DATE OF DIRECTIVE: March 23, 2021

By this Directive, the Health Officer of the City and County of San Francisco (the “Health Officer”) issues industry-specific direction that businesses offering Personal Services, as described below, must follow as part of the local response to the Coronavirus Disease 2019 (“COVID-19”) pandemic. This Directive constitutes industry-specific guidance as provided under Section 4.e of Health Officer Order No. C19-07u, including as it may be revised or amended in the future (the “Stay-Safer-At-Home Order”) and, unless otherwise defined below, initially capitalized terms used in this Directive have the same meaning given them in that order. This Directive goes into effect at 8:00 a.m. on March 24, 2021, and remains in effect until suspended, superseded, or amended by the Health Officer. This Directive has support in the bases and justifications set forth in the Stay-Safer-At-Home Order. As further provided below, this Directive automatically incorporates any revisions to the Stay-Safer-At-Home Order or other future orders issued by the Health Officer that supersede that order or reference this Directive. This Directive is intended to promote best practices



Health Officer Directive No. 2020-23e

as to Social Distancing Requirements and sanitation measures, helping prevent the transmission of COVID-19 and safeguard the health of workers, customers, and the community.

UNDER THE AUTHORITY OF CALIFORNIA HEALTH AND SAFETY CODE SECTIONS 101040, 101085, AND 120175, THE HEALTH OFFICER DIRECTS AS FOLLOWS:

- 1. This Directive applies to all owners, operators, managers, and supervisors of any business providing certain Personal Services, as that term is defined in Section 15 of Appendix C-1 the Stay-Safer-At-Home Order (“Covered Personal Service Providers”).**
- 2. Attached as Exhibit A to this Directive is a list of best practices that apply to Covered Personal Service Providers (the “Best Practices”). Each Covered Personal Service Provider must comply with all of the relevant requirements listed in the Best Practices.**
- 3. Each Covered Personal Service Provider, before it begins to offer Personal Services or allow Personnel onsite, must create, adopt, and implement a written health and safety plan (a “Health and Safety Plan”). The Health and Safety Plan must be substantially in the form attached to this Directive as Exhibit B.**
- 4. Guidance from the Department of Public Health related to Personal Services is attached to this Directive as Exhibit C and at www.sfdph.org/directives.**
- 5. If an aspect, service, or operation of the Covered Personal Service Provider is also covered by another Health Officer directive (all of which are available at www.sfdph.org/directives), then the Covered Personal Service Provider must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.**
- 6. Each Covered Personal Service Provider must (a) make the Health and Safety Plan available to a customer and Personnel on request, (b) provide a summary of the Health and Safety Plan to all Personnel working on site or otherwise in the City in relation to its operations, and (c) post the Health and Safety Plan at each entrance to any physical business site within the City. Also, each Covered Personal Service Provider must provide a copy of the Health and Safety Plan and evidence of its implementation to any authority enforcing this Directive upon demand.**
- 7. Each Covered Personal Service Provider subject to this Directive must provide items such as Face Coverings (as provided in Health Officer Order No. C19-12, and any future amendment to that order), hand sanitizer or handwashing stations, or both, and disinfectant and related cleaning supplies to Personnel, all as required by the Best Practices. If any such Covered Personal Service Provider is unable to provide these required items or otherwise fails to comply with required Best Practices or fails to abide by its Health and Safety Plan, then it must cease operating until it can fully comply and demonstrate its strict compliance. Further, as to any non-compliant Covered Personal Service Provider, any such Covered Personal Service Provider is subject to immediate closure and the fines and other legal remedies described below, as a violation of the Stay-Safer-At-Home Order.**



Health Officer Directive No. 2020-23e

8. For purposes of this Directive, “Personnel” includes all of the following people who provide goods or services associated with a Covered Personal Service Provider: employees; contractors and sub-contractors (such as those who sell goods or perform services onsite or who deliver goods for the business); independent contractors; vendors who are permitted to sell goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the Covered Personal Service Provider. “Personnel” includes “gig workers” who perform work via the business’s app or other online interface, if any.
9. This Directive and the attached Best Practices may be revised by the Health Officer, through revision of this Directive or another future directive or order, as conditions relating to COVID-19 require, in the discretion of the Health Officer. Each Covered Personal Service Provider must stay updated regarding any changes to the Stay-Safer-At-Home Order and this Directive by checking the Department of Public Health website (www.sfdph.org/directives) regularly.
10. Implementation of this Directive augments—but does not limit—the obligations of each Covered Personal Service Provider under the Stay-Safer-At-Home Order including, but not limited to, the obligation to prepare, post, and implement a Social Distancing Protocol under Section 4.d and Appendix A of the Stay-Safer-At-Home Order. The Covered Personal Service Provider must follow these industry-specific Best Practices and update them as necessary for the duration of this Directive, including, without limitation, as this Directive is amended or extended in writing by the Health Officer and consistent with any extension of the Stay-Safer-At-Home Order, any other order that supersedes that order, and any Health Officer order that references this Directive.

This Directive is issued in furtherance of the purposes of the Stay-Safer-At-Home Order. Where a conflict exists between this Directive and any state, local, or federal public health order related to the COVID-19 pandemic, including, without limitation, the Social Distancing Protocol, the most restrictive provision controls. Failure to carry out this Directive is a violation of the Stay-Safer-At-Home Order, constitutes an imminent threat and menace to public health, constitutes a public nuisance, and is a misdemeanor punishable by fine, imprisonment, or both.

Susan Philip, MD, MPH,
Acting Health Officer of the
City and County of San Francisco

Date: March 23, 2021



Exhibit A to Health Officer Directive No. 2020-23e (issued 3/23/2021)

Best Practices for Businesses Offering Outdoor Personal Services

In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Appendix A of Health Officer Order No. C19-07u (the “Social Distancing Protocol”), each Covered Personal Service Provider that operates outdoors in the City must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Exhibit B, below. Note that ALL Personal Service Providers must comply with Section 1 below, and Personal Service Providers must otherwise comply with all other sections below that apply to the type of services they offer. Some Personal Service Providers will only need to comply with Section 1, and others will comply with Section 1 and at least one other section.

Requirements:

1. Section 1 – General Requirements for All Covered Personal Service Providers

[These requirements apply to all Personal Service Providers]

- 1.1.*** Personal Service Providers are strongly encouraged to offer services outdoors, where feasible. Certain Personal Services are not permitted outside, including: electrology, tattooing, piercing, microblading, permanent make-up, and other forms of body art that are invasive and require a controlled hygienic environment.
- 1.2.*** All services provided outdoors must be approved by the applicable licensing agencies, such as the California Board of Barbering and Cosmetology and the San Francisco Department of Public Health (“SFDPH”).
- 1.3.*** Service Providers regulated by the California Board of Barbering and Cosmetology must comply with state guidance and regulations, including any regulations that limit the location where outdoor services may be performed.
- 1.4.*** Consistent with the limitations under the State Health Order, Health Officer Order No. C19-07u (the “Stay-Safer-at-Home Order”), and guidance from SFDPH, Covered Service Providers that are permitted to operate outdoors may, subject to any applicable permit requirements, conduct their operations under a tent, canopy, or other sun or weather shelter. Any use of impermeable barriers, or area umbrellas, canopies, and other shade structures must be consistent with guidance in Section 4.c of the Stay-Safer-At-Home Order.
- 1.5.*** Develop a plan and implement daily COVID-19 symptom self-verifications for all Personnel as required by the Social Distancing Protocol (Appendix A of the Stay-Safer-At-Home Order) (the “Social Distancing Protocol”).
- 1.6.*** Confirm with customers before they arrive for their appointment that they are symptom-free. Customers who are feeling ill or who have exhibited symptoms of COVID-19 within 24 hours of their scheduled appointment must cancel or reschedule their



appointment. In such cases, customers must not be charged a cancellation fee or other financial penalty.

- 1.7.** Consider implementing digital forms or questionnaires to allow customers to complete all paperwork electronically before their appointment.
- 1.8.** Conduct screening of all customers upon arrival. Customers who do not pass the screening must be refused service and their appointment should be rescheduled or canceled.
- 1.9.** Require Personnel to wear Face Coverings as provided in Health Officer Order No. C19-12, and any future amendment to that order (the "Face Covering Order"). Covered Personal Service Providers must wear their Face Coverings at all times while in the presence of customers and other Personnel. Covered Personal Service Providers who will be within three feet of a customer for more than 15 minutes are strongly encouraged to wear a non-vented N95 mask.
- 1.10.** Customers must wear a Face Covering at all times except when: (a) they are otherwise exempt from doing so under the Face Covering Order or (b) when the Face Covering must be removed to perform services involving that part of the face and then only during such procedure and subject to compliance with applicable safety precautions set forth herein. Covered Personal Service Providers must encourage customers to bring and use their own Face Coverings. Covered Personal Service Providers must provide customers with Face Coverings if they do not have one or refuse service to those who arrive without a Face Covering and who are not otherwise exempt from wearing one under the Face Covering Order.
- 1.11.** Activities that involve the removal of clients' face coverings are much higher risk and Covered Personal Service Providers are strongly discouraged from offering these services during the COVID-19 pandemic. If a customer's Face Covering must be removed, Covered Personal Service Providers must take the following precautions:
 - 1.11.1.** The Covered Personal Service Provider conducting the service must wear a face shield or eye protection (in addition to a Face Covering) when they are providing services that do not enable the client to wear a Face Covering.
 - 1.11.2.** Covered Personal Service Providers must wear a well-fitted mask and are strongly recommended to wear a non-vented N95 mask, even if not fit-tested, to provide maximum protection during procedures that require the customer to remove their Face Covering. Guidance regarding well-fitted masks can be found at: www.sfdcp.org/maskingupdate.
 - 1.11.3.** The customer's Face Covering may only be removed as long as necessary to complete the part of the service requiring removal.
 - 1.11.4.** The service must be conducted at least six-feet from other Personnel and customers.
 - 1.11.5.** Request that the customer not speak unnecessarily during the period that their Face Covering is removed.



1.11.6. Keep face tissues or a towel available for the customer to use in the event they need to sneeze or cough while their Face Covering is off. The customer should dispose of the tissue or place the towel into a laundry bin at the end of the service.

1.12. Although Covered Personal Service Providers under this Directive are not offering health care, there are similarities between the provision of health care and personal services. In particular, the duration of encounters, distance between provider and client, and other factors can create similar risks of virus transmission, and many of the best practices that apply in the health care context can be applied in the personal services context. Accordingly, Covered Personal Service Providers are strongly recommended to wear a face shield, goggles, or other eye protection in addition to Face Coverings when they will be within three feet of a customer for more than 15 minutes. More information about use of face shields, goggles, or other eye protection in the health care context, which is also relevant to people who provide personal services, can be found online at <https://www.sfcdep.org/wp-content/uploads/2020/08/COVID19-EyeProtection-Memo-HCP-FINAL-2020.08.10.pdf>.

1.13. Covered Personal Service Providers may not offer customers food or drink of any kind, and customers must not eat or drink while they are receiving a service.

1.14. Covered Personal Service Providers must develop a plan and implement cleaning and disinfecting requirements that meet or exceed usual professional requirements and standards, including:

1.14.1. Comply with any existing or COVID-19 specific health-related regulatory requirements, such as those required by Cal/OSHA, the California Board of Barbering and Cosmetology, California Health and Safety Code, and the San Francisco Health and Safety Code.

1.14.2. Instruct all Personnel to wash their hands frequently with soap and water for at least 20 seconds and to wash hands or use hand sanitizer (provided by the Covered Personal Service Provider) before and after touching high-touch surfaces.

1.14.3. Disinfect station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces at least once daily, or more frequently if required by industry standards.

1.14.4. All single use items, such as disposable wax collars, cotton, neck strips, and applicators, must be used once and immediately thrown away in a container with a lid.

1.14.5. All appliances at work stations and treatment areas must be properly cleaned and disinfected at least once daily, or more frequently if required by industry standards.

1.14.6. Clean and disinfect all high-touch surfaces, including handles, hoses, spray nozzles, chairs, headrests, and other equipment at least once daily, or more frequently if required by industry standards. Where appropriate, consider adding a paper cover, sheet, or clean towel that can be easily disposed of or cleaned for use between customers.

1.14.7. Where linens are used, even if the customer does not get under them, the linens must still be removed for laundering. The bed or table must be properly cleaned and disinfected at least once daily, or more frequently if required by industry standards. All dirty linens, including towels, sheets, blankets, smocks, and reusable capes,



should be placed in a closed container and not used again until properly laundered. Store all clean linens in a clean, covered place. Ensure Personnel who handle dirty linens or laundry wear a Face Covering.

2. Section 2 – Additional Requirements for Establishments that Provide Personal Services

- 2.1.** Establishments offering services outside must consider the risks associated with local streets, sidewalks, traffic, pedestrians, and bicyclists. Establishments and Covered Personal Service Providers must take all reasonable and feasible efforts to reduce customer and Personnel exposure to traffic and bike lanes, minimize blocking visibility of other travelers (whether vehicle, pedestrian, or bicyclist), and minimize or eliminate potential blockages of passageways, including ADA-compliant public access to sidewalks. Covered Personal Service Providers must comply with state and local laws, regulations, and permitting requirements (e.g., ADA access and compliance with applicable zoning), including the placement of outdoor shelters and service stations.
- 2.2.** Establishments offering outdoor services must address the potential hazards that result from moving personal services outside, including: (1) ensuring use of electrical devices and extension cords in compliance with Cal/OSHA's Guide to Electrical Safety; and (2) ensuring there are no tripping hazards from cords or other equipment.
- 2.3.** All waste, including waste water and hair clippings, must be disposed of safely and as required by state and local regulations.
- 2.4.** The establishment must comply with the Cal/OSHA standards for heat illness prevention for outdoor workers, including an effective heat illness prevention plan with written procedures.
- 2.5.** The layout of the outdoor establishment must allow for proper social distancing. For example, chairs and work stations must be arranged to ensure at least six feet of space between customers. Establishments should consider additional divider shields or other impermeable barriers where appropriate and feasible.
- 2.6.** Instruct all Personnel and customers to maintain at least six-foot distance from others except as necessary to perform a personal service otherwise permitted by this Directive or when momentarily necessary to facilitate or accept payment and hand off items or deliver goods. If the Covered Personal Service Provider cannot ensure maintenance of a six-foot distance within the facility between Personnel, such as by moving work stations or spreading Personnel out, then it must reduce the number of Personnel permitted in the facility at any given time accordingly.
- 2.7.** If all or part of a Covered Personal Service Provider's establishment has been vacant or dormant during the Stay-Safer-At-Home Order, then the Covered Personal Service Provider must ensure plumbing is functioning and that pipes are flushed before use. The San Francisco PUC provides guidance for flushing and preparing water systems at: <https://sfwater.org/index.aspx?page=1327>.
- 2.8.** If the establishment uses pedestal fans or hard mounted fans, the Covered Personal Service Provider must adjust the direction of fans to minimize air from fans blowing from one customer's space to another's space.



- 2.9.** Evaluate the facility to determine the number of people (including customers and Personnel) who may safely fit in the outdoor service area at any time while ensuring adherence to Social Distancing Requirements under this Directive and the Stay-Safer-At-Home Order. Educate Personnel about capacity limits and require them to enforce limits by, for example, spacing out customer appointments.
- 2.10.** Develop a plan and implement additional sanitization requirements, including:
- 2.10.1.** Instruct Personnel that they are responsible for keeping their workspaces clean and disinfected.
 - 2.10.2.** Ensure Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
 - 2.10.3.** Clean and disinfect high touch surfaces in common areas at least once daily, or more frequently if required by industry standards. Common areas include, but are not limited to the following area: lobbies, lounge or seating areas, entry ways, hallways, bathrooms, changing areas, elevators, and stairwells. Clean and disinfect all high touch surfaces and devices found in common areas such as door handles, railings, faucets, toilets, elevator buttons, coat hooks, hangers, furniture, computers, telephones and other devices that are touched by people throughout the day. Personnel are not required to clean and disinfect surfaces after each individual customer touches a surface unless the patron appears symptomatic or there is visible contamination with nasal or oral secretions.
 - 2.10.4.** Equip the reception area and all workstations with proper sanitation products, including hand sanitizer and sanitizing wipes.
 - 2.10.5.** Disinfect station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces at least once daily, or more frequently if required by industry standards.
- 2.11.** Where feasible, prohibit Personnel from sharing equipment, such as phones, tables, or computers. If Personnel must share a workspace, such as on alternating shifts, then the location must be cleaned and disinfected in a manner that complies with the requirements contained in the Social Distancing Protocol.
- 2.12.** If Personnel or a member of the public refuses to comply with the Face Covering Order or other provision of this Directive, then the Covered Personal Service Provider must refuse service to the individual and request that the individual leave the facility.
- 2.13.** Implement safety measures for customers, including:
- 2.13.1.** All Covered Personal Service Providers are strongly encouraged to see customers by appointment only and to stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each customer visit. Hair salons and barbershops, under current State guidance, must see customers by appointment only and must not allow walk-in customers.
 - 2.13.2.** Encourage customers to bring and use their own Face Coverings. Covered Personal Service Providers must provide customers with Face Coverings if they do not have one or refuse service to those who arrive without a Face Covering and who are not otherwise exempt from wearing one under the Face Covering Order.



2.13.3. Prohibit customers from bringing additional people with them to their appointment. If the person receiving the service is a minor, they may bring an adult guardian, or if the person receiving the treatment is disabled they may bring an adult care provider. Covered Personal Service Providers may consider allowing adult customers to bring their minor children if they have no other childcare options. Anyone entering the outdoor service area or establishment must be screened for symptoms of COVID-19 and must be included when determining whether the facility has reached its capacity limit.

2.13.4. If feasible, implement virtual check-in technology to ensure that Personnel are notified when a customer arrives.

2.13.5. Prohibit customers from congregating in the reception area or elsewhere in the outdoor establishment. Ask customers to wait outside with their Face Covering on or in their cars before their appointments.

2.13.6. Service providers must not see multiple customers at once (e.g., while one customer's hair is drying, another receives a haircut). Multiple service providers must also not work on the same customer at the same time. Services for one customer must be completed before a new customer is seen by the same worker. The one exception to this rule is that if a customer is undergoing a procedure and is waiting for a longer period of time (such as when waiting for hair dye to set), a service provider may work with one other customer during the wait so long as (i) the service provider cleans their hands each time before switching to the other customer, (ii) the second customer is not being served in the same service area as the first customer without full cleaning and sanitization of the area between each customer as required by this Directive, and (iii) the service provider is not repeatedly going back and forth between the first and second customer.

2.13.7. Remove and prohibit the use of open product samples.

2.13.8. Consider removing items (e.g., throw pillows, fabric-lined chairs, seat cushions, magazines) with surfaces that cannot be cleaned properly.

2.13.9. Have a hard-surfaced, non-porous chair or large hard-surfaced or plastic basket or paper bag for clients to put their clothes on or in.

3. Section 3 – Additional Requirements Specific to Barbering and Cosmetology Establishments

[These requirements apply to all Personal Service Providers that work with hair on the face or head, including hair washing and cuts, styling, blowouts, beard grooming, braiding, and weaving/artificial hair integration]

3.1. Customers receiving barbering or other hair care services must wear Face Coverings that attach with ear-loops to avoid interfering with services.

3.2. Provide a clean smock or cape for each customer.

3.3. Establishments providing outdoor services must cease the following services: all chemical hair services, including, but not limited to, permanent waving, relaxing, bleaching, tinting, coloring, dyeing and straightening; shampooing; and electrolysis.



- 3.4. Consider temporarily eliminating services that require lengthy blow-drying.
- 3.5. Ensure that all loose hair is swept or vacuumed as quickly as reasonably possible to avoid improper dispersal of hair.

4. Section 4 – Additional Requirements Specific to Esthetician and Skin Care Services

- 4.1. Treatment tables or chairs must be covered with either clean treatment table paper, a clean towel, or a clean sheet before each use. After use, 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.
- 4.2. Covered Personal Service Providers must wear disposable gloves at all times during the service and while cleaning or disinfecting implements and surfaces between each client session.
- 4.3. Before leaving the treatment area, Covered Personal Service Providers must remove and dispose of gloves, apply hand sanitizer or wash hands with soap and water, and use a previously readied disposable barrier, such as a paper towel or sanitizer wipe, to open and close the treatment room door while leaving the room.
- 4.4. When wax pots are running low and new wax needs to be added, empty any remaining wax and clean and disinfect the wax pot before refilling with new wax. Single use applicators must be 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.

5. Section 5 – Additional Requirements Specific to Nail Salons

- 5.1. Disposable gloves must 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. Gloves must be changed between each customer.
- 5.2. Pedicures done outside may only be conducted in portable tubs/bowls. The tubs/bowls must be disinfected between each use, with the disinfection occurring inside the nail salon, not in the temporary outdoor setting.
- 5.3. Nail salons should use disposable supplies whenever possible. Any non-disposable supplies must be fully disinfected between customers according to the California Board of Barbering and Cosmetology guidelines.
- 5.4. All single use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, must be used once and immediately thrown away in a lined, lidded trash can.
- 5.5. To reduce the number of touchpoints, consider removing the nail polish displays. In the absence of a nail polish display, use a color palette, which is to be cleaned and disinfected at least once daily, or more frequently if required by industry standards. If the nail polish display cannot be removed, clean and disinfect all high touch surfaces at least daily, or more frequently if required by industry standards. At the discretion of the nail salon, customers may bring their own nail polish from home.



- 5.6. Consider whether it is feasible to install a plastic partition between the worker and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure.
- 5.7. Allow only one manicurist to work at each station and do not allow clients to get multiple services at the same time, such as a manicure and pedicure, because of the inability to provide for adequate physical distancing between Personnel performing those services.

6. Section 6 – Additional Requirements Specific to Massage Services (Non-Healthcare Setting)

- 6.1. Require customers to wash their hands for at least 20 seconds or use hand sanitizer at the beginning of any treatment.
- 6.2. Consider alterations to the treatment table setup to support the required cleaning and disinfecting protocols. These alterations could include using disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with washable barriers like plastic covers that can be easily cleaned or pillowcases that can be removed and replaced between each client. Barriers are not a substitution for the required cleaning and disinfecting protocols.
- 6.3. Clean linens must be stored outside of the treatment area.
- 6.4. Consider providing any hand treatments as the last part of the service to minimize the spread of virus particles that may remain on the hands. Alternately, Covered Personal Service Providers should wash their hands for at least 20 seconds or use hand sanitizer before and after performing hand treatments.
- 6.5. 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 must not be performed if it requires removal of the client's Face Covering.
- 6.6. Covered Personal Service Providers must wash their hands for at least 20 seconds with soap and water or use hand sanitizer immediately upon finishing massage services.

Health Officer Directive No. 2020-23e (Exhibit B) Health and Safety Plan (issued 3/23/2021)

Each Covered Personal Service Provider must complete, post onsite, and follow this Health and Safety Plan.

Check off all items below that apply and list other required information.

Business/Entity name:

Contact name:

Facility Address:

Email / telephone:

(You may contact the person listed above with any questions or comments about this plan.)

- Covered Personal Service Provider is familiar with and complies with all requirements set forth in Health Officer Directive No. 2020-23, available at: www.sfdph.org/directives.
- Completed any necessary adjustments to the layout of the business to allow for proper social distancing.
- Obtained any necessary permits needed for outdoor shelters.
- Completed evaluation of electrical safety and implemented all required precautions.
- Plumbing is functioning and, if the facility was dormant, then the pipes are flushed.
- Developed a plan to ensure Personnel comply with social distancing requirements and to limit the number of people at the outdoor business at a given time, consistent with the requirements in the Stay-Safer-at-Home Order.
- Personnel and members of the public who seek services are required to wear Face Coverings as provided in the Face Covering Order and this Directive.
- Ensure daily COVID-19 symptom self-verifications are completed for all Personnel as required by the Social Distancing Protocol.
- Implemented all sanitization requirements as described in this Directive.
- Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
- High touch surfaces in common areas are cleaned and disinfected at least once daily, or more frequently if required by industry standards.
- Complete symptom checks for customers before and upon arrival for their appointment.
- Evaluated and implemented available options for allowing customers to complete paperwork electronically before arrival and to check-in for their appointments online.
- Reviewed and implemented all industry-specific guidance in the Directive.

Additional Measures

Explain:



ALERT: Remain Cautious

In alignment with the State’s recommendations, San Francisco is reopening at the State’s Orange Tier starting March 24, 2021. The decision to reopen balances the public health risks of COVID-19 transmission with the public health risks of economic and mental health stress.

Even though COVID-19 case rates have come down, and more people are vaccinated, there remains a risk that people who you come into contact with may have COVID-19. Most COVID-19 infections are caused by people who have no symptoms of illness. We also have confirmed there are new, more contagious virus variants in the San Francisco Bay Area and that some of these variants are more likely to cause serious illness and death in unvaccinated people. We don’t yet know exactly how these variants will impact vaccine effectiveness, although clinical trial and real world data are reassuring that they will still work as intended. The opening of sectors does not necessarily signify that these activities are “safe.”

We have made our best efforts to create guidance to help these activities and sectors provide safer environments for workers and the public. However, this requires that everyone do their part to make these activities as safe as possible, including: wearing a well-fitted masks that covers your mouth and nose especially when talking, avoiding indoor settings to the extent possible, maintaining at least 6 feet distance from those you don’t live with, getting tested and isolating if you are ill, complying with additional health protocols required of open businesses. People at risk for severe illness from COVID-19 — such as unvaccinated older adults and unvaccinated people with health risks — and those who live with or care for them are urged to defer participating in activities with other people outside their household where taking protective measures of wearing face masks and social distancing may be difficult, especially indoors or in crowded spaces.

If you are fully vaccinated (i.e., 14 days have passed since your final shot), you can feel safer about your own health risks when participating in activities permitted by our state and local health departments. However, please consider the possible risk your exposure may have on those around you, especially those you live with and those who are unvaccinated, when you take part in activities that involve people outside your household.



Table with 4 columns: Business Sector, Capacity Limit, Activity Restrictions, and Notes. Includes categories like Retail, Dining, and Entertainment.

Business Capacities and Activities Table or BCAT

The Health Officer ordered suspensions or restrictions on capacity limits of the activities as shown in the table. These suspensions or restrictions amend any related orders, directives, or guidance. All impacted people and entities are required to adhere to these new limits and must otherwise continue to monitor and comply with all applicable Health Orders and Directives.

Refer to the BCAT (English, Chinese, Spanish, Tagalog, Vietnamese, Russian) for all current restrictions, limitations and suspensions.

Tip Sheet for Operating Outdoors: Personal Services

UPDATED March 23, 2021

AUDIENCE: Outdoor Personal service providers, including hair salons, barber shops, nail salons, massage (in a non-healthcare setting), estheticians, skin care, and cosmetology services.

NOTICE: The following Tip Sheet was developed by the San Francisco Department of Public Health (SFDPH) based on recommendations from the US Centers for Disease Control and Prevention (CDC), the State of California, and Personal Service Providers licensing and industry groups. It is posted at <http://www.sfcddcp.org/businesses>. This TIP sheet **may be revised** due to changes in the **COVID-19 risk level tier** for San Francisco as assigned by the **California Department of Public Health**. Please see the associated changes in the **Business Capacities and Activities Table (BCAT)** at the top of this document: any changes made on the Table override the conflicting information in this document.

BACKGROUND: On March 2, 2021, the Health Officer issued [Directive No. 2020-20e](#) authorizing and providing guidance for Outdoor Personal Services and amended [Appendix C-1 Additional Businesses Permitted to Operate](#). This document summarizes the main action items and includes Tips for outdoor spaces. All personal service providers must adhere to all state and local regulations.

Summary of revisions since 3/2/2021

- Added additional resource links for vaccinated individuals on quarantine and safer social interactions.
- Updated language on frequency of cleaning and disinfecting.

Summary of revisions from the previous versions:

- For services that require the customer to remove their face covering:
 - Personal Service Providers must wear eye protection such as a face shield or goggles.
 - Personal Service Providers must wear a well-fitted mask and are strongly recommended to wear a non-vented N95 mask, even if not fit-tested, to provide maximum protection during procedures that require the customer to remove their Face Covering. Guidance regarding well-fitted masks can be found at: www.sfcddcp.org/maskingupdate.

How Does COVID-19 Spread?

Our current understanding is that COVID-19 is mostly spread from person-to-person in the air through virus-containing droplets in the breath of someone with COVID-19. These droplets enter the air when a person exhales (breathes out), including when they talk, sing, cough, or sneeze. People with COVID-19 may have no symptoms at all and can still be breathing out virus-containing droplets.

- Larger droplets are sometimes called “ballistic droplets” because they travel in straight lines and are pulled down by gravity. People nearby, usually within 6 feet, are infected when they breathe in these droplets or if the droplets land in their eyes, nose, or mouth.

- Smaller droplets or infectious particles can float in the air for a period of time and/or travel beyond 6 feet on indoor air currents, especially in enclosed spaces with poor ventilation. People sharing the same space are infected when they breathe in these smaller droplets and particles or the droplets or particles land on their eyes, nose, or mouth – even if they are further than 6 feet away. These droplets are sometimes referred to as “aerosols” or “bioaerosols”.

COVID-19 can also spread if a person touches their eyes, nose or mouth after touching a contaminated surface (also known as a fomite), however this is less common.

Basic Covid-19 Prevention

- **[Wash your hands often with soap and water](#)**. If soap and water are not available, use a hand sanitizer that contains at least 60% ethanol or 70 % isopropanol.
- **[Avoid Close Contact](#)**. To the greatest extent, maintain at least six feet of social distancing between yourself and the people who don't live in your Household.
- **[Wear a Face Covering](#)**. Cover your mouth and nose with a Face Covering in public settings and when around people who don't live in your Household.
- **[Routinely clean and disinfect](#)** frequently touched surfaces.
- **[Monitor Your Health Daily](#)**. Be alert of symptoms such as fever, cough, shortness of breath, or other symptoms. If you are experiencing any of these symptoms, stay home, and get tested.

Flu vaccines

Flu vaccines are critical in the fight against COVID-19 by (1) keeping workers and communities healthy and (2) reducing strain on our healthcare and testing systems that are responding to COVID-19. **Strongly encourage all personnel to get a flu shot.** Post signage to encourage flu vaccine among customers, visitors, etc. Find out how to get one at www.sfcddcp.org/flu

COVID-19 vaccine is here!

The vaccine is one of the most important ways to end the pandemic. The FDA, CDC as well as California's own Scientific Safety Review Workgroup have reviewed all data from clinical trials to ensure the safety and effectiveness of all COVID-19 vaccines. **Strongly encourage all personnel to get vaccinated.** While the vaccine may prevent you from getting sick, we do not know if people who have been vaccinated can still get the virus and spread COVID-19 to others. Therefore, it is still very important for those who are vaccinated, and for the rest of the population who waits for their vaccines, to **continue** using all the tools available to help stop this pandemic: **wearing a mask** that covers your mouth and nose when outside your home, **avoiding gatherings, avoiding being indoors** with people you don't live with, staying at least **6 feet away** from others, and washing your hands often. Find out more about the vaccine, including where and when to get it at: sf.gov/covidvax

If you have received the COVID-19 vaccine, please read more about whether you need to quarantine at: www.sfcddcp.org/quarantineaftervaccination and you can read more about safer social interactions at: www.sfcddcp.org/lifeaftervaccine

CA Notify – another way for us to stop the spread

CA Notify (canotify.ca.gov) is an app you can add on your smartphone. It uses Bluetooth technology to recognize when you and your phone have been in close proximity to others infected with COVID-19 to help stop the spread of the virus in our community.

If you are using CA Notify and you test positive, your diagnosis will not be shared with others. However, if other people in close contact with you are also enrolled in the app, they will be told they had an exposure. They will be told the date of the exposure, but not the time, location or identity.

If you are using CA Notify and you were exposed to someone who tested positive and they entered their result into the app, you will be told the date of the exposure, but not the time, location or identity.

CA Notify is available through Apple and Google. See canotify.ca.gov for more information.

Tips for Outdoor Personal Services Establishments, Providers and Personnel

This Tip sheet is a summary. It is highly advised for Business Owners to read the [Public Health Directive](#).

Review the following

- *Business Capacities and Activities Table (BCAT)* for current restrictions.
- Review the [Tip Sheet for Safer Interactions During COVID-19 Pandemic](#).
- Provide [approved disinfectants for uses against COVID-19](#).
- All wastewater, hair clippings, and other waste must be disposed of properly. See the San Francisco Public Utilities Commission’s (SFPUC) water pollution prevention program guidance at [Only Rain Down the Drain](#).
- See the [Cal/OSHA heat illness prevention page](#) to establish a heat illness prevention plan.

Allowed - Outdoors	Not Allowed - Outdoors
<ul style="list-style-type: none">• Haircuts• Beard trims• Facials• Waxing and threading• Manicures and pedicures• Massage (in a non-healthcare setting)	<ul style="list-style-type: none">• Shampooing• All chemical hair services including, but not limited to permanent waving, relaxing, bleaching, tinting, coloring, dyeing, and straightening.• Electrolysis, tattooing, piercing, microblading, permanent make-up, and other forms of body art that are invasive and require a controlled hygienic environment.

The table above includes examples of services that may be performed outdoors and those that are prohibited. This list is not comprehensive.

Plan your space

- Obtain all the necessary permits you need to operate your service, including permits to utilize any shared spaces.
- You may be able to use tents, canopies or other outdoor structures that offer sun and wind protection. Ventilation is key to mitigating the spread of COVID-19. See below in Tips for Operating in Outdoor Spaces.
- If fans are used, take care not to aim the air flow from one customer to another or anyone coming within six feet of the establishment.
- Provide handwashing/hand sanitizing stations for both personnel and customers.
- Provide a non-porous chair or plastic basket or paper bag for client's clothing or belongings.

Mandatory Signage Requirements

- Add all COVID-19 related signage as required by [Sections 4.g and 4.h of the Stay-Safer-At-Home Order](#). Complete signage requirements are described in [Directive No. 2020-20e](#).
- The [Outreach Toolkit](#) includes printable resources including many of the signs required or suggested to open Personal Services. Signs about proper hygiene, social distancing, Face Coverings, health screening, the risks of indoor transmission, testing and getting vaccinated for the flu are all available.

Protect Personnel and customers

- Conduct wellness checks with everyone—providers, personnel and customers—upon arrival and before they enter the space. Consider setting up a digital form or questionnaire that allows your clients to answer prior to their scheduled appointment. Ask if they have had any COVID-19 symptoms within the past 24 hours.
- Consider using a touchless payment system. Request cash customers bring exact payment.
- Personnel and customers must wear a face covering at all times unless the customer must remove their face covering for services involving that part of the face and then only during the procedure. Provide proper Personal Protection Equipment (PPE) for all personnel.
- Personnel must wear a face shield or eye protection (in addition to a Face Covering) when they are providing services that do not enable the client to wear a Face Covering
- Personnel must wear a well-fitted mask and are **strongly recommended to wear a non-vented N95 mask**, even if not fit-tested, to provide maximum protection during procedures that require the customer to remove their Face Covering. Guidance regarding well-fitted masks can be found at: www.sfgdcp.org/maskingupdate.
- Services performed on a customer without a face covering must be done at least 6-feet from others.

Coordinate your Efforts

Assign a COVID-19 **Worksite Safety Monitor**. The site safety monitor will:

- Act as the staff liaison and single point of contact for Personnel at each site for questions or concerns around practices, protocols, or potential exposure.
- Serve as a liaison to SFDPH. The liaison should train staff to advise patrons, if necessary, that the

dining establishment will refuse service to the customer if they fail to comply with safety requirements.

- Ensure patrons' compliance with all aspects of the Health Safety Plan, such as wearing masks, preventing congregations or crowding, and generally maintaining social distance.

Sanitation

- Review the directive for specific COVID-19 sanitation requirements.
- Follow all sanitation requirements specific to COVID-19 in addition to the usual requirements for your industry.
- All equipment must be properly disinfected at least once daily, or more frequently if required by industry standards. This includes but is not limited to, chairs, tables, combs, brushes, scissors, etc.
- All linens must be washed between clients.
- Wash your hands frequently and between customers.
- If feasible, Personal Service Providers should consider changing their own clothes after each customer or wearing scrubs or a clean, launderable or disposable smock.

Scheduling

- Keep a list of your employees' schedules and appointments if needed for contact tracing.
- Schedule your clients accordingly. Allow for enough time between customers so workspaces and tools can be properly cleaned and disinfected.
- Under the current State guidance, Hair salons and barbers must only see customers by appointment only and must not allow walk-ins.
- Consider pausing strict cancellation policies to encourage sick customers to stay home. Customers who are experiencing COVID-19 symptoms must cancel or reschedule their appointment. See directive for further clarification.
- Customers must be allowed to reschedule due to symptoms of Covid-19 without charge.
- Consider servicing fewer customers each day or expanding operating hours to allow for more time between customers.

Contact Tracing

The San Francisco Department of Public Health, in partnership with community, including businesses helps identify those who have had close contact with anyone who has COVID-19. People can transmit the virus 48 hours before they develop symptoms. Some people never develop symptoms and can still transmit the virus. We can help prevent COVID-19 transmission by contact tracing which helps identify people who may have been exposed and helping them quarantine so they don't inadvertently spread the disease. We do this whenever there is an outbreak of infectious diseases like measles, tuberculosis, and others to protect the community's health.

Help ensure the health of your personnel, clients and our community. Retain the attendance/schedules of all personnel at your organization for up to three weeks. It is recommended that organizations maintain a list of clients willing to voluntarily provide their name and contact information [or consent to retain their credit card information] for contact tracing purposes. Any lists should be discarded after

three weeks. Patrons are not required to provide contact information.

- If Personnel or a client tests positive for COVID-19, the organization must assist the Department of Public Health in identifying other personnel or clients who may have been exposed.
- Cover your face, test early, and trace! Find out more at <https://covid19.ca.gov/contact-tracing>

Tips for Operating in Outdoor Spaces

Services should only be performed in outdoor areas contiguous with or adjacent to a licensed establishment, consistent with state public health directives. The [Memorandum to the Board of Barbering and Cosmetology Licensees](#) contains more detailed description of which outdoor spaces may be used.

Examples of contiguous places include (with appropriate permits): sidewalk spaces in front of your business, parklets, parking lots next to your shop, rooftop decks, back patio.

- Outdoor spaces **must allow the free flow air** in the breathing zone, and **not have more than 50% of the perimeter enclosed by impermeable walls**. Any other impermeable vertical barriers on the perimeter or the interior of these shelters would need to be no more than **42” high**.
- Must be reasonably accessible by the licensee of the licensed establishment to enable the cleansing and disinfection of towels and personal protect equipment. For instance, can you carry a bowl or tub of water safely back into the shop for proper disposal?
- Keep a watchful eye on tripping hazards. Never plug an extension cord into another extension cord. Consider using cordless tools. Cords cannot be hung overhead by themselves unless supported by other means (e.g. attached to a cable). Any change in elevation to facilitate electrical on the ground must meet ADA standards.
- Offer sun protection. This is especially important on hot days. See the Cal/OSHA heat illness prevention page, link is below in resources.
- Outdoor spaces/structures must obtain all proper permits from the:
 - San Francisco [Fire Department](#)
 - San Francisco [Department of Public Works](#)
 - San Francisco’s [Shared Spaces program](#)

For more information about setting up your outdoor space please visit San Francisco’s Shared Spaces website at <https://sf.gov/shared-spaces>.

Special considerations for nail services and massage services

[Cal/OSHA provides additional requirements and guidance](#) for massage services in non-healthcare settings and nail services and includes the tips below.

Massage Therapists (in non-healthcare settings)

- Ask client to clean hands with hand sanitizer prior to service.
- Barriers such as washable sheets and pillowcases are not a substitution for cleaning and disinfecting protocols. Massage tables and chairs must be properly disinfected between clients.
- Hand treatments should be provided as the last part of the massage and hands should be washed

immediately upon finishing the massage.

- You **may** do outcalls if you have an [Outcall Massage Permit](#).

Nail Services

- Ask client to clean hands with hand sanitizer prior to service.
- Portable tubs/bowls must be disinfected with an EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide. All water must be disposed of properly inside. Do not use the storm drain to dump any wastewater or other debris.
- Use disposable tools as much as you can. All disposable items should be thrown away in lined and lidded trash can.
- Do not allow clients to get multiple services at the same time, such as a manicure and pedicure.
- All providers must always wear a face covering or a respirator when required.
- All nail providers must wear disposable gloves during the service and while cleaning and disinfecting all tools and surfaces after each client.

Frequently Asked Questions

Q. Are gloves required?

A. Esthetic, skin care, cosmetology and nail services are required to wear gloves throughout the service and while cleaning and disinfecting tools. If possible, have latex-free gloves on hand for customers or staff with latex allergies. Wearing gloves is not a substitute for hand washing.

Q. Can clients use the restroom indoors?

A. Yes, your client may enter the premises to use the restroom.

Q. My Barber/Salon chair is too difficult to move in and out. Can I use any chair or stool?

A. Keep safety and comfort in mind for both you and your client. All equipment should meet Cal/OSHA standards.

Q. I usually bring my own tools/polish to my nail appointments; can I do that?

A. Yes!

Q. Is it safe for me to get a massage or haircut?

A. Any activity that brings you within six feet of individuals outside of your household carries an increased risk of COVID-19 transmission. You can decrease that risk by being vigilant in your personal hygiene, wearing a face covering and going to a service provider who also takes health and safety precautions seriously.

Q. Can I perform a service where the customer needs to remove their mask?

A. Yes, but there are special precautions you must take, including wearing eye protection and a well-fitted mask.

Q. How do I contain hair clippings?

A. Be a good neighbor. Take extra care to contain hair clippings to prevent the hair from blowing in the direction of your neighbor. Sweep or vacuum frequently. Hair clippings must be collected and kept in a covered container. Follow regular waste removal protocols.

Q. I'm a Business Owner. How do I make sure Personnel are not sick when they work?

A. Please see SFDPH guidance on [Asking COVID-19 Screening Questions](#), posted at www.sfcddcp.org/screen.

Q. What if a service provider or client tests positive for COVID-19?

A. People may be able to transmit the virus 48 hours before they develop symptoms of COVID-19. They may also transmit the virus even if they never develop symptoms.

Please see SFDPH guidance [What to do if Someone at the Workplace Has COVID-19](#).

Providers should keep a list of Personnel and Clients, which will help SFDPH with contact tracing.

Resources

You can find printable resources in the [Covid-19 toolkit](#):

[Safer Ways to Use New Outdoor Shared Spaces for Allowed Activities During COVID-19](#)

Cal/OSHA guidance:

- [Outdoor Personal Services](#) Guidance and [Personal Services](#) checklist
- [Outdoor Hair Salons and Barber shops](#) Guidance and [Hair Salons and Barber shops](#) checklist
- [Heat Illness Prevention Training Guide](#)

San Francisco Programs and Permits:

- [Shared Space Program](#)
- [Fire Department Permits](#)
- [Public Works Permits](#)
- [Outcall Massage Practitioner Permits](#)