



**DIRECTIVE OF THE HEALTH OFFICER No. 2020-23**

**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 IN A  
NON-HEALTHCARE SETTING**

**(PUBLIC HEALTH DIRECTIVE)**

DATE OF DIRECTIVE: September 1, 2020

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 of Health Officer Order No. C19-07h issued on September 1, 2020 (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 This Directive goes into effect on September 1, 2020 at 9:00 a.m., and remains in effect until suspended, superseded, or amended by the Health Officer.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 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 <http://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 <http://www.sfdph.org/directives>), then the Covered Personal Service Provider must



**Health Officer Directive No. 2020-23**

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 Order No. C19-12c issued on July 22, 2020, 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.
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 (<https://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.



**City and County of  
San Francisco**

**Department of Public Health  
Health Officer Directive**

**Health Officer Directive No. 2020-23**

**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.**

A handwritten signature in blue ink that reads "Tomás Aragón".

---

Tomás J. Aragón, MD, DrPH,  
Health Officer of the  
City and County of San Francisco

Date: September 1, 2020



**Exhibit A to Health Officer Directive No. 2020-23 (issued 9/1/2020)**

**Best Practices for Businesses Offering 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. C19-07h (the “Social Distancing Protocol”), each Covered Personal Service Provider that operates 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.**

**Requirements:**

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

- 1.1.*** All services must be provided entirely outdoors. Services that cannot be safely performed outdoors or that would require a customer to have to enter an establishment are not permitted at this time. Services that may not be performed at this time include: 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 (“SFPDH”).
- 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. C19-07h (the “Stay-Safer-at-Home Order”), and guidance from SFPDH, 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, but only as long as no more than one side is closed, allowing sufficient outdoor air movement. Also the number and composition of barriers used for outdoor services must allow the free flow of air in the breathing zone.
- 1.5.*** Develop a plan and implement daily COVID-19 symptom self-verifications for all Personnel as required by 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 Order No. C19-12c issued on July 22, 2020, 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.

- 1.10.** Customers must wear a Face Covering at all times except when they are otherwise exempt from doing so under the Face Covering Order. Covered Personal Service Providers must not provide services that require the customer to remove their Face Covering at any time during the service.
- 1.11.** 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.
- 1.12.** Covered Personal Service Providers must develop a plan and implement sanitization requirements that exceed usual professional requirements and standards, including:
  - 1.12.1.** 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.
  - 1.12.2.** 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.
  - 1.12.3.** Disinfect station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces between each customer.
  - 1.12.4.** 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.
  - 1.12.5.** All appliances at work stations and treatment areas must be properly disinfected between each customer, as follows:
    - 1.12.5.1.** Clean and disinfect shears by removing all visible debris, clean with soap and water, and wipe or spray with an EPA-registered disinfectant that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.
    - 1.12.5.2.** Clean and disinfect all other non-porous, non-electrical tools by removing all visible debris, cleaning with soap and water, drying the tools, and then completely immersing them in an EPA registered disinfectant. Tools must be sprayed or submerged and left to set for the full amount of time required by the disinfectant’s manufacturer. Immersed items, like combs or brushes, must be removed at the end of contact time, rinsed, and dried with a paper towel or clean, freshly laundered towel.
    - 1.12.5.3.** Clean all electrical tools, such as clippers and LED lamps by removing all visible debris and disinfecting with an EPA-registered disinfectant spray or wipe that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19. 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. Consider use of wipeable covers for electronics. If no manufacturer



guidance is available, use of alcohol-based wipes or sprays containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

**1.12.6.** Clean and disinfect all handles, hoses, spray nozzles, and other equipment between customers. Chairs, headrests, and other items must also be thoroughly cleaned and sanitized between each use. Where appropriate, consider adding a paper cover, sheet, or clean towel that can be easily disposed of or cleaned for use between customers. Since porous surfaces such as fabric chair seats cannot be easily disinfected, consider covering with a plastic or disposable liner and cleaning or disposing of the liner after each customer.

**1.12.7.** Where linens are used, even if the customer does not get under them, the linens must still be removed for laundering and the bed or table properly disinfected before each use by a customer. All dirty linens, including towels, sheets, blankets, smocks, and reusable capes, must be placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process that includes immersion in water of at least 160 degrees Fahrenheit for at least 25 minutes. Store all clean linens in a clean, covered place. Ensure Personnel who handle dirty linens or laundry wear gloves and 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.** Advise customers who are receiving services that they must remain outside of the establishment, and may enter the establishment only to access: (1) a bathroom or (2) an



outdoor space that is only accessible by traveling through the establishment. This restriction does not apply to customers who are patronizing other aspects of the establishment (e.g., purchasing personal care products) subject to the Social Distancing Protocol, and applicable industry-specific directives.

- 2.7.** 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.
- 2.8.** 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>.
- 2.9.** 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.
- 2.10.** 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.
- 2.11.** Develop a plan and implement additional sanitization requirements, including:

  - 2.11.1.** Instruct Personnel that they are responsible for keeping their workspaces clean and sanitized. Each Covered Personal Service Provider must clean and properly sanitize their workspace at the end of each shift.
  - 2.11.2.** Ensure Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
  - 2.11.3.** Clean and disinfect high touch surfaces in common areas routinely throughout the day and otherwise in accordance with the Social Distancing Protocol. 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.
  - 2.11.4.** Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers).
  - 2.11.5.** Equip the reception area and all workstations with proper sanitation products, including hand sanitizer and sanitizing wipes.



**2.11.6.** Disinfect station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces between use for each customer.

**2.12.** Where feasible, prohibit Personnel from sharing equipment, such as phones, tables, or computers. Any furniture, tools or equipment that must be used by more than one individual must be sanitized in a manner that complies with the requirements contained in the Social Distancing Protocol. If Personnel must share a workspace, such as on alternating shifts, then the location must be sanitized in a manner that complies with the requirements contained in the Social Distancing Protocol after each use.

**2.13.** 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.

**2.14.** Implement safety measures for customers, including:

**2.14.1.** Covered Personal Service Providers must suspend walk-in customers at this time. Stagger appointments to reduce reception congestion and ensure adequate time for proper cleaning and sanitation between each customer visit.

**2.14.2.** 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.

**2.14.3.** 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.

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

**2.14.5.** 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.

**2.14.6.** Service providers must not see multiple customers at once (e.g., while one customer's hair is drying, another receives a haircut). Services for one customer must be completed before a new customer is seen by the same worker.

**2.14.7.** Remove and prohibit the use of open product samples.

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

**2.14.9.** 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:**

- 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, remove the nail polish displays. In the absence of a nail polish display, use a color palette, which is to be cleaned and disinfected after each client use. If the nail polish display cannot be removed, prohibit customers from handling the nail bottles. Nail polishes should be cleaned and disinfected before being returned to the display.
  - 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. 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. 2020-23 (Exhibit B) Health and Safety Plan (issued 9/1/2020)

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: <http://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 routinely throughout the day.
- 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:



Tip Sheet for Operating Outdoors: Personal Services
September 1, 2020

The following guidance was developed by the San Francisco Department of Public Health (SFPDH) based on recommendations from the US Centers for Disease Control and Prevention (CDC) and is posted at https://www.sfdcp.org. This interim guidance may change as knowledge, community transmission, and availability of PPE and testing change.

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

BACKGROUND: On September 1, 2020, the Health Officer amended Appendix C-1 Additional Businesses Permitted to Operate and issued Directive No. 2020-23 to authorize Outdoor Personal Services beginning September 1. 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.

The table below includes examples of services that may be performed outdoors and those that are prohibited. This list is not comprehensive. In accordance with the State, personal service providers may not perform any services that requires their customer to remove their face covering.

Table with 2 columns: Allowed and Not Allowed. Allowed services include Haircuts, Waxing and threading, Skin care that does not require the removal of one's face covering, Manicures and pedicures, and Massage (in a non-healthcare setting). Not Allowed services include Shampooing, All chemical hair series including, but not limited to permanent waving, relaxing, bleaching, tinting, coloring, dyeing, and straightening, and Electrolysis, tattooing, piercing, microblading, permanent make-up, and other forms of body art that are invasive and require a controlled hygienic environment.

Tips for 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:

- Review the Tip Sheet for Safer Interactions During COVID-19 Pandemic, posted at: www.sfdcp.org/communicable-disease/diseases-a-z/covid19whatsnew/.
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.

### 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 shelters 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.

### 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.
- Personnel should wear a face covering at all time. Eye protection and/or gloves are required when performing specific services. Provide proper Personal Protection Equipment (PPE) for all personnel.

### 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 between clients. 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 wear 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.
- Pause 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.

### **Tips for Customers**

- Try not to show up too early for your appointment. If you arrive early, consider taking a walk to prevent crowding.
- Always wear a face covering. Use a face covering with ear-loops to keep your mask from interfering with your services.
- You must cancel/reschedule your appointment if you have Covid-19 symptoms.
- Consider limiting the amount of time spent at personal care service appointments to decrease your exposure and the exposure of those around you.

## **Tips for Operating in Outdoor Spaces**

Services regulated by the California Board of Barbering and Cosmetology 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 space cannot be enclosed or partially enclosed on more than one side in a way that otherwise restricts normal airflow.
- Must be reasonably accessible by the licensee of the licensed establishment to enable the cleansing and disinfection of tools 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/shelters must obtain all proper permits from the:
  - San Francisco Fire department
  - San Francisco 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.
- Facial massages are not permitted if it requires your client to remove their face covering.
- 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](#). All massages must happen outdoors. You may not perform massage services indoors at this time.

## 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

### **Are gloves required?**

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

### **Can clients use the restroom indoors?**

Yes, your client may enter the premises to use the restroom only. They may not store their belongings indoors and services may not be provided indoors.

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

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

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

No, not at this time.

### **Is it safe for me to get a massage or haircut?**

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.

**Can I perform a service where the customer need remove their mask?**

Full facials, lip waxing, beard trims, or any service that requires your customer to remove their face covering are **not** permitted at this time.

**How do I contain hair clippings?**

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.

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

Please see SFDPH guidance on [Asking COVID-19 Screening Questions](http://www.sfgdp.org/screen), posted at [www.sfgdp.org/screen](http://www.sfgdp.org/screen).

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

People may be able to transmit the virus 48 hours before they develop symptoms of COVID-19.

Please see SFDPH guidance [What to do if Someone at the Workplace Has COVID-19](http://www.sfgdp.org/covid19-positive-workplace), posted at [www.sfgdp.org/covid19-positive-workplace](http://www.sfgdp.org/covid19-positive-workplace).

A list of Personnel and Clients from the Business will help SFDPH with contact tracing.

Resources

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

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](#)

**Mitigate the spread of COVID-19**

- Wear a face covering
- Practice social distancing by keeping six feet apart from people outside your household
- Clean your hands frequently