



Even though COVID-19 case rates have come down significantly from their peak in the third surge and more people are vaccinated, there remains a risk that people who you may 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. There are people you may come into contact with in San Francisco who are not yet fully vaccinated. We have also seen surges in other parts of the country and the world, increasingly impacting younger adults.

The opening or expansion of sectors does not necessarily signify that these activities are “safe.” The purpose of the required safety protocols contained in San Francisco’s Stay-Safer-At-Home Order and companion health 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 indoors and outdoors in large crowds and following social distancing requirements and all other safety protocols.

Everyone who is eligible, including people at risk for severe illness with COVID-19 – such as unvaccinated older adults and unvaccinated individuals with health risks – and members of their households are urged to get vaccinated as soon as they can if they have not already done so.

DIRECTIVE OF THE HEALTH OFFICER No. 2020-30f

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

(PUBLIC HEALTH DIRECTIVE)

DATE OF DIRECTIVE: May 20, 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 indoor 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. C19-07, 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 immediately 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.



Health Officer Directive No. 2020-30f

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 Indoor Personal Services, as that term is defined in Section (15)(b)(2) of Appendix C-1 of the Stay-Safer-At-Home Order (“Personal Service Providers”).
2. Attached as Exhibit A to this Directive is a list of best practices that apply to Personal Service Providers (the “Best Practices”). Each Personal Service Provider must comply with all of the relevant requirements listed in the Best Practices.
3. Each 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. A tip sheet containing guidance from the Department of Public Health related to Personal Services is available at: <https://www.sfdph.org/dph/alerts/covid-guidance/2020-30-Tips-Indoor-Personal-Services.pdf>. Personal Service Providers should also refer to the current [Business Capacities and Activities Table](#) for updates to allowed activities and capacity limits.
5. If an aspect, service, or operation of the Personal Service Provider is also covered by another Health Officer directive (all of which are available at www.sfdph.org/directives), then the Personal Service Provider must comply with all applicable directives, and it must complete all relevant Health and Safety Plan forms.
6. Each 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 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 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 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 Personal Service Provider, any such 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 Personal Service Provider: employees;



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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 allowed to sell goods onsite; volunteers; and other individuals who regularly provide services onsite at the request of the 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 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 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 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,
Health Officer of the
City and County of San Francisco

Date: May 20, 2021



Exhibit A to Health Officer Directive No. 2020-30f (issued 5/20/2021)

Best Practices for Businesses Offering Indoor Personal Services

In addition to preparing, posting, and implementing the Social Distancing Protocol required by Section 4.d and Exhibit A of Health Officer Order No. C19-07 (the “Stay-Safer-At-Home Order”), each Personal Service Provider that operates indoors in the City must comply with each requirement listed below and prepare a Health and Safety Plan substantially in the format of Exhibit B, also attached to this Directive. 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. Requirements for All Personal Service Providers in a Non-Healthcare Setting, Including Hair Salons and Barbershops, Nail Salons, Body Art Practitioners, Skin Care, Massage, Cosmetology, and Tanning Salons and Other Non-Touch Personal Services

[These requirements apply to all Personal Service Providers]

- 1.1.** All Personal Service Providers are strongly encouraged to serve customers outdoors when allowed by the Stay-Safer-At-Home Order and other directives. It is preferred to offer customers a choice of being seen indoors and outdoors, and outdoor services can ensure extra distancing for those customers being served indoors.
- 1.2.** Develop and implement a process for screening Personnel for COVID-19 symptoms by having Personnel evaluate their symptoms prior to arriving on-site. Otherwise comply with the screening requirements and consider screening-related recommendations from Section 4.d of Health Officer Order No. C19-07, including as that Order is updated in the future.
- 1.3.** All 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 between each customer visit.
- 1.4.** Customers who are feeling ill or 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.
- 1.5.** Consider implementing digital forms or questionnaires to allow customers to complete all paperwork electronically before their appointment. This can include answering via email, text message, web-browser, app, or otherwise.
- 1.6.** If feasible, implement virtual check-in technology to ensure that Personal Service Providers are notified when a customer arrives.
- 1.7.** 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”). Personal Service Providers must wear their Face Coverings at all times while in the presence of



customers or working in spaces where they will provide care to a customer (including when customers or others are not present). Unvaccinated 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.

- 1.8.** Customers and other visitors must wear a Face Covering at all times except when: (a) they are otherwise exempt from doing so under the Face Covering 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 in Section 1.10 below. Personal Service Providers must encourage customers to bring and use their own Face Coverings. 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.
- 1.9.** If Personnel, customers, or any other member of the public refuses to comply with the Face Covering Order or other provision of this Directive, then the Personal Service Provider must refuse service to the individual (for customers) and require people (including Personnel, customers, or others) to leave the facility. Nothing in this Directive is intended to alter the obligations a Personal Service Provider may otherwise have under applicable law to provide reasonable accommodations to Personnel or members of the public.
- 1.10.** Activities that involve the removal of clients' face coverings are much higher risk. If a customer's Face Covering must be removed, Personal Service Providers must take the following precautions:
 - 1.10.1.** The 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.
 - 1.10.2.** 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.
 - 1.10.3.** The customer's Face Covering may only be removed as long as necessary to complete the part of the service requiring removal.
 - 1.10.4.** The service must be conducted at least six-feet from other Personnel and customers. Where feasible, the service should take place in a separate room or other area enclosed by curtains or other barrier.
 - 1.10.5.** Request that the customer not speak unnecessarily during the period that their Face Covering is removed.
 - 1.10.6.** 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.



- 1.10.7.** Personal Service Providers offering services to customers who remove their Face Coverings must comply with new signage requirements set forth in section 2.8 below.
- 1.11.** Although 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, unvaccinated 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.sfchcp.org/wp-content/uploads/2020/08/COVID19-EyeProtection-Memo-HCP-FINAL-2020.08.10.pdf>.
- 1.12.** The City has flyers, posters, fact sheets, and social media graphics available in multiple languages for use by the community. These resources include posters regarding use of Face Coverings and screening. These resources are available online at <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 1.13.** Service providers must not see multiple customers at once (for example, 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.
- 1.14.** Personal Service Providers must wear disposable gloves when required for a particular service (for example, chemical hair services, piercing, tattooing). Wearing gloves is not a substitute for regular hand washing and sanitizing. Proper glove use includes being sure to properly clean or sanitize hands before putting on clean gloves, making sure the wearer does not touch their own face or hair with gloved hands, not using gloved hands to provide services for more than one person without changing gloves, the proper removal of gloves to avoid contaminating skin underneath, washing or sanitizing hands after removing gloves, and properly disposing of used gloves in a trash bin that has a lid and is lined with a disposable plastic bag.
- 1.15.** Develop a plan and implement cleaning requirements that meet or exceed usual professional requirements and standards, including all of the following that apply (depending on the tools and equipment in use by the Personal Service Provider):
- 1.15.1.** 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.



- 1.15.2.* 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 Personal Service Provider) before and after touching high-touch surfaces, such as cash registers or shared tools, equipment, or materials.
- 1.15.3.* Clean station counters, rolling carts, drawers, hand mirrors, tools, hot towel cabbies, and other surfaces at least once daily, or more frequently if required by industry standards.
- 1.15.4.* 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.
- 1.15.5.* All appliances at work stations and treatment areas must be properly cleaned at least once daily, or more frequently if required by industry standards.
- 1.15.6.* Clean all handles, hoses, spray nozzles, chairs, headrests, shampoo bowls, and other high touch 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.
- 1.15.7.* 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 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.
- 1.15.8.* Address cleaning of any other areas used by the Personal Service Provider consistent with this Directive and other applicable industry cleaning standards.

2. Additional Requirements for Establishments that Provide Personal Services

[These requirements apply to all Personal Service Providers that welcome customers into a storefront or other building]

- 2.1.* Establishments offering Personal Services indoors must evaluate the facility to determine the number of people (including customers and Personnel) who may safely fit inside at any time while ensuring proper social distancing and other restrictions as required by this Directive and the Stay-Safer-At-Home Order, including but not limited to the requirement that all customers be stationed at least six feet away from other customers at all times. Educate Personnel about capacity limits and require them to enforce limits by, for example, spacing out customer appointments and ensuring that customers do not wait in the waiting area before appointments as outlined below.
- 2.2.* Personal Service Providers offering services indoors must adjust their occupancy to limit the number of people (excluding Personnel) indoors at any one time to the **lesser** of:
(1) 50% the facility's maximum occupancy limit or (2) the number of people who can maintain at least six feet of physical distance from each other in the business at all times.



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- 2.3. Develop and implement written procedures to “meter” or track the number of persons entering and exiting the facility to ensure that the maximum capacity for the establishment is not exceeded. For example, an employee of the establishment may be posted at each entrance to the facility to perform this function. The establishment must provide a copy of its written “metering” procedures to an enforcement officer upon request and disclose the number of members of the public currently present in the facility. Add all COVID-19 related signage to the establishment as required by Sections 4.g and 4.h of the Stay-Safer-At-Home Order. The County is making available templates for the signage available online at: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>.
- 2.4. 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 or needs assistance due to health reasons they may bring an adult care provider. Personal Service Providers may consider allowing adult customers to bring their minor children if they have no other childcare options. Anyone entering the establishment must wear a Face Covering as outlined in Section 1 above and must be included when determining whether the establishment has reached its capacity limit.
- 2.5. Make any necessary adjustments to the layout of the establishment to allow for proper social distancing. For example, chairs and workstations must be arranged to ensure at least six feet of space between chairs or workstations so that customers are at least six feet from other customers at all times. Establishments should consider additional divider shields or other impermeable barriers where appropriate.
- 2.6. Prohibit customers from congregating in the reception area or elsewhere in the establishment.
- 2.7. If all or part of a Personal Service Provider’s establishment has been vacant or dormant during the Stay-Safer-At-Home Order, then the 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 online at <https://sfwater.org/index.aspx?page=1327>.
- 2.8. All establishments offering indoor Personal Services to customers who must remove their Face Coverings during the service must conspicuously post signage, including at all primary public entrances, indicating which of the following ventilation systems are used at the facility: all available windows and doors are kept open; HVAC systems fully operational; air purifiers with appropriate filters; or none of the above [explain]. The County is making templates for the signage available online at: <https://sf.gov/outreach-toolkit-coronavirus-covid-19>. The templates may be updated from time to time, and businesses are strongly urged to keep informed of those changes and update their signage accordingly.
- 2.9. All establishments offering indoor Personal Services must comply with the ventilation protocols at Section 4.i of the Stay-Safer-At-Home Order. Review SFDPH’s guidance for improved ventilation available at: <https://www.sfcdep.org/COVID-ventilation>.
- 2.10. Develop a plan and implement cleaning requirements, including:
 - 2.10.1. Instruct Personnel that they are responsible for keeping their workspaces clean.



- 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 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 common-use area: lobbies, lounge or seating areas, entry ways, hallways, bathrooms, changing areas, elevators, and stairwells. High touch surfaces include 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 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. As required by the Social Distancing Protocol, hand sanitizer must be provided for customers at entrances or check-in areas.
 - 2.10.5. Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Vacuum wherever possible using a vacuum with a HEPA filter. Alternately, gently sweep floors and do so between customers and when there are as few people in the area as possible. Personnel responsible for sweeping or vacuuming floors must wear a Face Covering.
- 2.11. Establishments that have locker rooms or shower facilities must also comply with the specific requirements for those facilities contained in Directive 2020-31 (Indoor Gyms).

3. **Additional Requirements Specific to Hair and Barber Services**

[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. Consider temporarily eliminating services that require lengthy blow-drying. When blow-drying is used, ensure that the dryer is not aimed at other customers or Personnel or take other steps to reduce the risk, such as minimizing the number of customers and Personnel nearby, use of barriers, moving outside for use of the dryer, etc.
- 3.2. Consider moving certain services that are long in duration, that include blow-drying, or that do not require access to a mirror or other equipment outdoors when possible, which might include use of a hair-dryer or braiding/weaving.

4. **Additional Requirements Specific to Esthetician, Skin Care, and Cosmetology 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. Place used linens in a lined, lidded receptacle.
- 4.2. Personal Service Providers must wear disposable gloves at all times during the service and while cleaning implements and surfaces between each client session. Gloves must be replaced between each customer.



- 4.3. When wax pots are running low and new wax needs to be added, empty any remaining wax and clean the wax pot before refilling with new wax. Single use applicators must be disposed of immediately after use in a trash bin.

5. Additional Requirements Specific to Electrology Services

- 5.1. Treatment tables or chairs must be covered with either clean treatment table paper, a clean towel, or a clean sheet before each use. Place used linens in a lined, lidded receptacle.
- 5.2. Closely adhere to sterilization requirements for all items, including tweezers, rollers, and needle holder caps. Ultrasonic cleaning units, forceps, and all containers, including their removable parts, must be cleaned and disinfected between each client according to the manufacturer's instructions.
- 5.3. Where possible, use disposable probes that do not require a probe tip or cap, which will reduce exposure points. If not using disposable probe tips or caps, the removable tip or cap of the epilator needle/probe holder must be cleaned and disinfected after each client.
- 5.4. Needles used for electrolysis must be single-use, disposable, pre-packaged, and sterile and disposed of in an approved sharps container immediately after use. Sharps containers must be discarded in accordance with biomedical waste regulation.

6. Additional Requirements Specific to Nail Salons

- 6.1. Disposable gloves must be worn throughout the entire service and while performing cleaning 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.
- 6.2. Foot-spas, basins, and pedicure bowls must be properly cleaned after every client even if a disposable plastic liner is used.
- 6.3. 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.
- 6.4. 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 trash bin that has a lid and is lined with a disposable plastic bag.
- 6.5. Clean nail polish displays 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.
- 6.6. 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.
- 6.7. Where feasible, nail salons should consider upgrading existing ventilation to include locally-exhausted nail tables.



- 6.8. Certain services already require use of a respirator by the service provider. Whenever a respirator is required, examine the respirator to see if it has exhaust valves or vents. If so, these should be covered with a separate cloth mask or Face Covering in order to protect the customer and others from focused jets of exhaled air that can escape from valves or vents.

7. Additional Requirements Specific to Body Art Services

[These requirements apply to all Personal Service Providers that perform piercings, tattoos, or other body modifications]

- 7.1. Disposable gloves are required throughout the service and while performing cleaning of all implements and surfaces after each customer session.

8. Additional Requirements Specific to Massage Services (Non-Healthcare Setting)

- 8.1. Require customers to wash their hands for at least 20 seconds or use hand sanitizer at the beginning of any treatment.
- 8.2. Consider alterations to the treatment table setup to support the required cleaning and disinfecting protocols. This could include using disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with washable barriers like 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.
- 8.3. 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.
- 8.4. 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.
- 8.5. If the massage provider uses any kind of heating system to warm the room or other equipment, take steps to minimize the risk such as eliminating all use of heating fans that circulate air in a small enclosed area (which is a risk during a lengthy procedure) and using heating pads or heat laps, as appropriate under other guidelines and regulations.

Health Officer Directive No. 2020-30f (Exhibit B) Health and Safety Plan (issued 5/20/2021)

Each Indoor 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.)

- Personal Service Provider is familiar with and complies with all requirements set forth in Health Officer Directive No. 2020-30, available at www.sfdph.org/directives.
- Whenever possible, offer services outdoors and indoors to provide customers choice and reduce crowding indoors.
- Adjust occupancy to the lesser of 50% (excluding Personnel) or the number of people who can safely fit in the space with proper social distancing. Complete any necessary adjustments to the layout of the business to allow for proper social distancing, including ensuring customers are always at least six feet from other customers and customers are not waiting in any waiting area before an appointment. List the maximum number that can safely be in the facility at one time here: _____
- Implement a metering system to maintain occupancy limits.
- Ensure that plumbing is functioning and, if the facility was dormant, the pipes have been flushed. See sfwater.org/index.aspx?page=1327 for more details.
- Reviewed and implemented applicable guidance regarding ventilation for all indoor spaces.
- Added all required COVID-19 signage to entrances and employee break rooms.
- If your business offers services that require customers to remove their Face Covering, add signage regarding ventilation.
- Implement policy to ensure Personnel comply with social distancing requirements and to limit the number of people in the business at a given time, consistent with the requirements in the Stay-Safer-At-Home Order.
- Personnel, members of the public who seek services, and all other people onsite are required to wear Face Coverings as provided in the Face Covering Order and this Directive. Face Coverings may be removed temporarily during services.
- Consider use by Personnel of face shields, goggles, or other eye protection.
- Develop and implement a process for screening Personnel for COVID-19 symptoms by having Personnel evaluate their symptoms prior to arriving on-site. Otherwise comply with the screening requirements and consider screening-related recommendations from Section 4.d of Health Officer Order No. C19-07, including as that Order is updated in the future.

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Health and Safety Plan (issued 5/20/2021)

- Implement all cleaning requirements as described in this Directive.
- Ensure that 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 must be cleaned at least once daily, or more frequently if required by industry standards.
- All tools and equipment used for services must be properly cleaned.
- Evaluate and implement available options for allowing customers to complete paperwork electronically before arrival and to check-in for their appointments online.
- Whenever possible see customers by appointment only (and for hair salons and barbershops no walk-ins are allowed under current State of California guidelines).
- Do not allow a service provider to see multiple customers at the same time, and do not allow multiple service providers to work on the same person at the same time.
- Service providers must wear gloves to the extent they are required for certain services by this Directive, and ensure that clean gloves are used for each customer.
- If possible, remove or prohibit use of surfaces that cannot be cleaned properly.
- Review and implement all industry-specific guidance in the Directive (Exhibit A, Sections 3 through 8).

Additional Measures

Explain: