



DIRECTIVE OF THE HEALTH OFFICER No. 2020-30

**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: September 14, 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 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 Sections 4.e and 11 of Health Officer Order No. C19-07i issued on September 14, 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 This Directive goes into effect at immediately and remains in effect until suspended, superseded, or amended by the Health Officer.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.

**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 Appendix 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 Appendix B.
4. Guidance from the Department of Public Health related to Personal Services is attached to this Directive as Appendix C and available at www.sfdph.org/directives. Each Personal Service Provider must review this guidance and implement it to the extent possible.
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



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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 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 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; 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.



**City and County of
San Francisco**

**Department of Public Health
Health Officer Directive**

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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 14, 2020



Appendix A to Health Officer Directive No. 2020-30 (issued 9/14/20) 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 Appendix A of Health Officer Order No. C19-07i (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 Appendix 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.

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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 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”).
1.3. 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 and sanitation between each customer visit. Hair salons and



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barbershops, under current State guidance, must see customers by appointment only and must not allow walk-in customers.

- 1.4.** Screen all customers and other visitors on a daily basis using the standard screening questions attached to the Stay-Safer-At-Home Order as Appendix A and **Attachment A-2** (the “Screening Handout”). Screening must occur before people enter the facility or location (or before the Personal Service Provider enters another location to meet with the customer) on the same day as the appointment or visit in order to prevent the inadvertent spread of the SARS-CoV-2 virus. A copy of the Screening Handout should be provided to anyone on request, although a poster or other large-format version of the Screening Handout may be used to review the questions with people verbally. Any person who answers “yes” to any screening question is at risk of having the SARS-CoV-2 virus, must be prohibited from entering the facility or receiving services, and should be referred for appropriate support as outlined on the Screening Handout. Personal Service Providers can use the guidance available online at <https://www.sfdcp.org/wp-content/uploads/2020/05/COVID19-Screening-Questions-UPDATE-05.26.2020.pdf> for determining how best to conduct screening. Customers who are feeling ill, have exhibited symptoms of COVID-19 within 24 hours of their scheduled appointment, or answer “yes” to any screening question 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 Order No. C19-12c issued on July 22, 2020, 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).
- 1.8.** Customers and other visitors must wear a Face Covering at all times except when they are otherwise exempt from doing so under the Face Covering. 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.



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- 1.10.** 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, Personal Service Providers should consider whether wearing a face shield, goggles, or other eye protection in addition to Face Coverings is appropriate. 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.sfdcph.org/wp-content/uploads/2020/08/COVID19-EyeProtection-Memo-HCP-FINAL-2020.08.10.pdf>.
- 1.11.** 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>.
- 1.12.** 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.
- 1.13.** Provide a hard-surfaced, non-porous chair or table or a large hard-surfaced or plastic basket or paper bag for clients to put their clothes or belongings on or in if appropriate for the service.
- 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. More information about the use of gloves and when use is required is found in Appendix C to this Directive.
- 1.15.** Develop a plan and implement cleaning and sanitization requirements that 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):



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- 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.* Disinfect station counters, rolling carts, drawers, hand mirrors, tools, hot towel cabbies, and other surfaces between each customer.
- 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 disinfected between each customer, as follows:
 - 1.15.5.1.* Clean and disinfect shears by removing all visible debris, cleaning with soap and water, and then wiping or spraying with an EPA-registered disinfectant that demonstrates bactericidal, fungicidal, and virucidal activity and is approved for COVID-19.
 - 1.15.5.2.* 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 (contact time) required by the disinfectant's manufacturer. Immersed items, like combs or brushes, should be removed at the end of the contact time, rinsed, and dried with a paper towel or clean, freshly laundered towel.
 - 1.15.5.3.* Clean all electrical tools, such as clippers, LED lamps, and esthetic devices, 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 using 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 the device is unplugged and do not spray into the motor. Consider use of wipeable covers for electronics. If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
 - 1.15.5.4.* Clean and disinfect all handles, hoses, spray nozzles, and other equipment between customers. Chairs, headrests, shampoo bowls, and other items should 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



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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.

1.15.5.5. 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, should 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.

1.15.5.6. Address cleaning of any other areas used by the Personal Service Provider consistent with this Directive and other applicable 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-Safe-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. The number of people allowed in the establishment must be reduced according to the size of the indoor space and ability to follow Social Distancing Requirements at all times. For example, if the size of a salon allows no more than 10 people to follow Social Distancing at all times, then the maximum capacity, including customers and Personnel, for that salon is 10 people. Educate Personnel about capacity limits and require them to enforce limits by, for example, spacing out customer appointments.
- 2.2.** 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 be screened and wear a Face Covering as outlined in Section 1 above and must be included when determining whether the establishment has reached its capacity limit.
- 2.3.** 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



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feet from other customers at all times. Establishments should consider additional divider shields or other impermeable barriers where appropriate.

- 2.4. Establishments should, whenever possible, remove items with surfaces that cannot be cleaned and sanitized properly, including throw pillows, fabric-lined chairs, and fabric seat cushions. Also, establishments must remove other objects from waiting areas like books, magazines, toys, and pamphlets in order to avoid having multiple people touch the same object without it being properly cleaned.
- 2.5. Establishments must prohibit customers from waiting inside in a waiting area before an appointment. Prohibit customers from congregating in the reception area or elsewhere in the establishment. Have customers wait outside with their Face Covering on or in their cars before their appointments. In larger locations, reception areas should only have one customer at a time and modify the area for adequate minimum six-foot physical distancing, including removing or blocking off chairs and sofas.
- 2.6. 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>.
- 2.7. Go to <https://www.sfcdep.org/COVID-ventilation> to learn about how to improve airflow and reduce the risk of viral transmission. Make any necessary improvements to the ventilation of the establishment, including:
 - 2.7.1. Keeping doors and windows open to increase the flow of outside air to the extent possible and appropriate given weather and air quality conditions.
 - 2.7.2. Ensure HVAC systems and air exchangers are serviced and functioning properly. Ensure all air filters are achieving optimal performance and replaced in accordance with the manufacturer's recommendations.
 - 2.7.3. If feasible, the Personal Service Provider must increase the percentage of outdoor air circulated through the HVAC system, disable demand-control ventilation controls that reduce air supply based on temperature or occupancy, and increase natural ventilation by opening outdoor-facing windows and doors when environmental conditions and building requirements allow.
 - 2.7.4. Consider installing portable high-efficiency particulate air (HEPA) cleaners, upgrading the building's air filters to the highest efficiency possible, running the building ventilation system even when unoccupied to maximize ventilation, and making other modifications to increase the quantity of outside air and ventilation in all working areas.
 - 2.7.5. If the establishment uses pedestal fans or hard mounted fans, adjust the direction of fans to minimize air from fans blowing from one person towards another. If fans are disabled or removed, employers should remain aware of possible heat hazards and take steps to mitigate them.



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- 2.8. Develop a plan and implement sanitization requirements, including:
- 2.8.1. Instruct Personnel that they are responsible for keeping their workspaces clean and sanitized. Each Personal Service Provider must clean and properly sanitize their workspace at the end of each shift and between customers.
 - 2.8.2. Ensure Personnel have access to cleaning supplies so that they can clean surfaces as needed on their own when custodial staff is not available.
 - 2.8.3. 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 common-use 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.
 - 2.8.4. Discontinue the use of shared food and beverage equipment in breakrooms (including shared coffee brewers). Microwaves in break rooms or other communal areas may be used if they are disinfected by wiping the interior and exterior with an approved disinfectant after each use. Water coolers may also be used if: (1) touch surfaces are wiped down with an approved disinfectant after each use, and (2) any persons changing a container-type water cooler must wash their hands or use hand sanitizer immediately prior to handling/replacing the water container.
 - 2.8.5. 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.
 - 2.8.6. Disinfect station counters, rolling carts, drawers, hand mirrors, tools, and other surfaces between use for each customer.
 - 2.8.7. 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.
- 2.9. 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 between use by different Personnel. 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.
- 2.10. Remove and prohibit the use of product samples otherwise available in the establishment.



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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. The customer must wear a Face Covering at all times and it must not be removed during the service. One way to facilitate this is for the service provider to provide the customer a Face Covering that attaches with ear-loops in order to avoid interfering with styling at the back of the head during the service. This rule generally prohibits styling or trimming of facial hair unless it is outside the area covered by a Face Covering.
- 3.2. Provide a clean smock or cape for each customer.
- 3.3. If appropriate for the service, ask customers to come to their appointments with freshly cleaned hair to minimize appointment time.
- 3.4. 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.
- 3.5. 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. After use, do not shake out any 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. Dispose of any paper in a trash bin that has a lid and is lined with a disposable plastic bag.
- 4.2. 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. Gloves must be replaced between each customer.
- 4.3. Before leaving the treatment room, 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 trash bin that has a lid and is lined with a disposable plastic bag.



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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. After use, do not shake out any 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. Dispose of any paper in a trash bin that has a lid and is lined with a disposable plastic bag.
- 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 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.
- 6.2. Foot-spas, basins, and pedicure bowls must be properly cleaned and disinfected 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. 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 must be cleaned and disinfected before being returned to the display.
- 6.6. 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.



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- 6.7. 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.
- 6.8. Where feasible, nail salons should consider upgrading existing ventilation to include locally-exhausted nail tables.
- 6.9. 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 and disinfection of all implements and surfaces after each customer session.
- 7.2. Suspend body art services for the mouth and nose area. Customers must keep their Face Covering on during the entire service.

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. Clean linens must be stored outside of the treatment room.
- 8.4. 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.
- 8.5. 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, Personal Service Providers should wash their hands for at least 20 seconds or use hand sanitizer before and after performing hand treatments.
- 8.6. 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.



Appendix A to Health Officer Directive No. 2020-30 (issued 9/14/20)
Best Practices for Businesses Offering Indoor Personal Services

- 8.7. 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. 2020-30 (Appendix B) Health and Safety Plan (issued 9/14/2020)

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.
- 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: _____
- 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.
- Complete any necessary improvements to the ventilation of the facility and, when possible, keep doors and windows open to allow for the flow of fresh air.
- Develop a plan 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 must not be removed during services.
- Consider use by Personnel of face shields, goggles, or other eye protection (see Section 1.10 of Appendix A).
- Ensure daily COVID-19 symptom and exposure screening is completed for all Personnel as required by the Social Distancing Protocol (Appendix A of Health Officer Order C19-071) and its **Attachment A-1**. Personnel who answer "yes" to a question must not come to work. This handout is available online at www.sfcdcp.org/screening-handout.
- Screen all customers and other visitors on the day of the appointment or service prior to coming in to the facility as outlined by the Social Distancing Protocol and its **Attachment A-2**. Any person who answers "yes" to a screening question must have service cancelled or rescheduled. No cancellation or rescheduling fee may be charged in that situation. The customer screening handout is available online at www.sfcdcp.org/screeningvisitors.
- Implement all sanitization requirements as described in this Directive.

Health Officer Directive No. 2020-30 (Appendix B)
Health and Safety Plan (issued 9/14/2020)

- 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 and disinfected routinely throughout the day.
- All tools and equipment used for services must be properly cleaned between each use as outlined in the Directive. Whenever possible, prohibit Personnel from sharing equipment, and any shared equipment must be properly sanitized between each use.
- 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 and sanitized properly.
- Review and implement all industry-specific guidance in the Directive (Appendix A, Sections 3 through 8).

Additional Measures

Explain:



Directive No. 2020-30 - Appendix C **Tip Sheet for Operating Indoors: Personal Services**

UPDATED September 14, 2020

The following Tip Sheet was developed by the San Francisco Department of Public Health (SFDPH) based on recommendations and guidance from the US Centers for Disease Control and Prevention (CDC), the State of California, and Personal Service Providers licensing and industry groups. This guidance is posted at <https://www.sfdcp.org>.

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

All indoor personal services may be provided **except** for services that require the client to remove their face coverings

BACKGROUND: On September 14, 2020, the Health Officer issued Directive No. 2020-30 authorizing and providing guidance for Personal Services and amended [Appendix C-1 Additional Businesses Permitted to Operate](#). This document summarizes the main action items from the Directive.

Plan and Prepare your space

Review the Tip Sheet for Safer Interactions During COVID-19 Pandemic at www.sfdcp.org/safersocial

Capacity

- Calculate your capacity limits using FEMA's [Understanding the impact of social distancing on occupancy](#). It is approximately 1 person per 113 -150 square feet to maintain social distancing.
- Redesign layout to allow for proper social distancing. Space workstations at least six feet apart.

Building Systems

Ventilation

For more information and additional resources about building ventilation, please see the guidance at www.sfdcp.org/COVID-ventilation

- If your building or space has a mechanical HVAC system:
 - Ensure HVAC system is serviced and functioning properly.
 - Evaluate possibilities for upgrading air filters to the highest efficiency possible.
 - Increase the percentage of outdoor air through the HVAC system, readjusting or overriding recirculation ("economizer") dampers.
 - Disable demand-control ventilation controls that reduce air supply based on temperature or occupancy
 - Evaluate running the building ventilation system even when the building is unoccupied to maximize ventilation. At the minimum, reset timer-operated ventilation systems so that they start operating 1-2 hours before the building opens and 2-3 hours after the building is closed.
- Increase natural ventilation by opening windows and doors when environmental conditions and building requirements allow.



- Consider installing portable air cleaners (“HEPA filters”).
- If the establishment uses pedestal fans or hard mounted fans, adjust the direction of fans to minimize air blowing from one individual’s space to another’s space.

Plumbing

If your business or workplace has been vacant during the Shelter In Place ordinance, check that your plumbing is working properly and flush stagnant water from the pipes. [See the PUC guidance here.](#)

Supplies

- Provide approved disinfectants for uses against COVID-19. The approved products are listed [on the Environmental Protection Agency's website.](#)
- Provide handwashing/hand sanitizing stations for both personnel and clients.
- Provide a non-porous chair or plastic basket or paper bag for client’s clothing or belongings.
- Provide proper Personal Protection Equipment (PPE) for all personnel. Eye protection and/or gloves may be required when performing specific services. See the Cal/OSHA guidance on [Expanded Personal Care Services.](#)
- Personnel and clients must wear a face covering at all times.
- If you don’t already have a touchless payment system, consider installing one.

Cleaning and Sanitation

- Follow all sanitation requirements. All equipment must be properly disinfected between clients. This includes but is not limited to, chairs, tables, combs, brushes, scissors, etc. Review the directive for specific COVID-19 sanitation requirements.
- All linens must be washed between clients; even if your client does not get under them.
- Personnel handling soiled linens should wear gloves and follow proper glove removal and hand washing protocols.
- Wash your hands frequently and between clients.
- If feasible, Personal Service Providers should consider changing their own clothes after each client or wearing scrubs or a clean, launderable or disposable smock.

Protect Personnel and Clients

Conduct wellness checks for everyone (personnel and clients) before they enter the building. [Instructions for screening clients](#) is attached to the Directive. Screening instructions for personnel are similar, and may be found at <https://www.sfc-dcp.org/screening-handout>

- Encourage your clients to conduct a self-screening before they arrive for their appointment.

Scheduling

- In accordance with the State of California guidance, walk-ins are not allowed for Hair Salons and Barbershops; they may see clients by appointment only. Other Personal Services providers are also strongly encouraged to see clients by appointment only.
- Keep a list of your employees’ schedules and clients’ appointments for three weeks if needed



for contact tracing.

- Schedule your clients to allow enough time between appointments so workspaces and tools can be properly cleaned and disinfected. Consider servicing fewer clients each day or expanding operating hours to allow for more time for sanitation between clients.
- Consider pausing strict cancellation policies to encourage sick clients to stay home. Clients must be allowed to reschedule due to symptoms of COVID-19 without charge.
- Clients should be reminded not to show up too early for an appointment. Clients may need to wait outside depending on the capacity of the space.

Special considerations for Specific Service Types

[Cal/OSHA provides additional requirements and guidance](#) for Personal Services providers and includes the tips listed below.

Esthetic, Skin Care and Cosmetology

- Consider wearing a face shield in addition to a mask if providing services on the face and neck area. Lip, chin, nose hair waxing are not permitted as these services require the client to remove their face covering.
- Disposable gloves should be worn throughout the entire esthetic service, and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Single use applicators should be disposed of immediately in a lidded container lined with a plastic bag.
- Make up services that require the client to remove their face coverings are not permitted at this time.

Electrology

- Electrologist must wear disposable gloves.
- Consider wearing a face shield in addition to a mask if providing services on the face and neck area.
- Tweezers, rollers, and needle holder caps should be properly cleaned and sterilized between each client.
- Needles used for electrolysis must be single-use, disposable, prepackaged, and sterile and disposed of in an approved sharps container immediately after use.

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](#).

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. Please see the Cal/OSHA guidance on [Expanded Personal Care Services](#).
- 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

Is it safe for me to get a massage/haircut/facial/etc?

All activities that bring you within six feet of individuals outside of your household, particularly those indoors or for a sustained period of time (more than 15 minutes), carry risk. You can decrease that risk by being vigilant in your personal hygiene and going to a service provider who also takes health and safety precautions seriously.

- Wear a face covering as required. Use a face covering with ear-loops to keep your mask from interfering with your services.
- You must cancel/reschedule an appointment if they have COVID-19 symptoms. The Health Directive prohibits your Personal Service Provider from charging an extra fee if you have to reschedule due to 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.

I bring my own tools/polish to my appointments; can I do that?

Not at this time and it is strongly advised to minimize the number of items you bring inside to your appointment. Keep to essentials only (wallet, keys, small purse).

Are N95 masks required?

N95 masks are not required for clients. For personnel, continue to follow your industry regulations and use a N95 mask or respirator when required. If you use a N95 mask or respirator with a valve, you must cover the valve with a face covering.

Are gloves required?

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 both clients and staff with latex allergies. Wearing gloves is not a substitute for hand washing.



I just reopened my salon to operate outdoors. Am I allowed to operate both indoor and outdoor personal services?

Yes. This is encouraged.

I am a practitioner who offers Reiki, Cupping, or Rolfing. Where do I fit in?

This is the correct guidance to follow. You should also review the [Directive on Ambulatory Care](#).

I am a body art practitioner; may I continue to offer my full menu of services?

Current state guidance does not allow piercing of the nose or mouth or any service that **requires the client to remove their face covering**.

I provide personal care services out of my home; can I start doing that again? Or - I provide personal care services in clients' homes, can I start doing that again?

Yes, if you were able to do this pre-COVID-19, you may start operating your business again. You must adhere to the current directive and guidance.

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

Facials, face waxing, beard trims or any service that requires a client to remove their face covering are not permitted at this time.

Should we vacuum or sweep hair?

Vacuuming with a HEPA filter is recommended over sweeping. If you do not have a vacuum with a HEPA filter, consider carefully sweeping during a period when the fewest people are occupying the space. Consider waiting to sweep/vacuum as part of the disinfection protocols between clients. Wear a face covering and sweep gently to minimize movement and spread of particles.

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](#), posted at www.sfdcp.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](#), posted at www.sfdcp.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 such as signage in the [COVID-19 toolkit](#).

Cal/OSHA guidance:

- [Indoor Personal Services Guidance](#) and [Personal Services checklist](#)
- [Indoor Hair Salons and Barber shops Guidance](#) and [checklist](#)