

Phase III guidelines for personal services

About this guidance

In Phase III, personal service providers may continue operating in accordance with the following guidelines, the general business guidelines found on www.reopeningri.com and must also operate in accordance with the Rhode Island Department of Health (RIDOH) regulations [Safe Activities By Covered Entities During the COVID-19 Emergency](#) (216-RICR-50-15-7).

This guidance describes procedures for personal service providers including:

- Barbers, hairdressers, cosmeticians, manicurists, estheticians, and instructors (216-RICR-40-05-04);
- Tattoo artists, tattoo parlors, and body piercers, (216-RICR-40-10-15);
- Tanning facilities; and
- Massage therapists (216-RICR-40-05-10).

We refer to these personal service providers as “business owners” or “professionals” throughout this document.

These guidelines are designed to reduce the risk of clients, employees, and all Rhode Islanders developing COVID-19. In light of the COVID-19 pandemic, these guidelines must be followed closely. Upon inspection, if any business owner or professional is found in violation of these guidelines or the regulations, they may be closed immediately by RIDOH. Keep in mind that these guidelines will be in effect during the period of the COVID-19 pandemic, may be updated as necessary, and will be relaxed when safe to do so. If you have questions, please contact (401) 222-4713.

Service limitations in Phase III

Not all services are recommended to be offered in Phase III. Professionals and business owners may need to limit or adjust the services they provide and the manner in which they are provided.

Reducing risk: It is recommended that business owners and professionals continue making service adjustments to reduce risks during phase III including:

- Reducing the time spent in contact, and close contact, with clients. The risk of contracting COVID-19 increases with the amount of time spent in contact, and particularly close contact, with someone who has the virus.
- Minimizing interactions when professionals are facing clients.
- Increasing the distance between the client and the professional. Even with a mask, professionals and clients are safer when they are farther apart and are not close to one another’s faces. Although maintaining 6 feet of distance between individuals may not be possible during the service, professionals should increase their distance and limit the time spent near the client.
- Increasing outdoor air ventilation by opening doors and windows.
- Limiting services (and the duration of services) where a client must remove their mask to complete the service and taking the precautions required below regarding additional protection when clients must remove their masks.

Services that require removal of face covering: Offering services where the client removes or does not wear a mask increases the risk of exposure to COVID-19. Examples of these personal services include facials, hot towel facials, and certain facial hair services (e.g. beard, mustache, upper lip shaving, trimming/waxing), lip piercings, and certain face tattoos.

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During Phase III, while it is not recommended to offer services where a client does not wear a mask for the duration of the service, these services are allowed with the following additional precautions:

- Business owner or professional wears N-95 level respiratory protection (e.g. N-95 or KN95 masks). Note that in order to deliver N-95 level protection, the mask should be fitted to the wearer. (Please continue to check www.reopeningri.com for more information about N-95 and KN95 masks, including distribution of KN95 masks.)
- Business owner or professional wears eye protection (e.g. goggles, safety glasses, or a plastic face shield).
- Increasing the distance the client and professional maintain from other clients or professionals (beyond the required six-foot physical distancing or separation by a rigid nonporous barrier described below). If possible, these services should be offered in a separate room or in a space with access to fresh air, such as near an open window.
- Professionals and business owners should adjust their services to ensure the client can wear the mask to the greatest extent possible during these close-contact personal services.
- Business owners and professionals should incorporate enhanced sanitation and hygiene measures into their operations if offering these services.

Blow drying: It is recommended that blow drying services remain limited in Phase III. Blow drying may pose a higher risk of COVID-19 transmission. It is recommended that blow drying be offered as an optional service or upon request when not an inherent element of the service. Examples of ways to limit or reduce the impacts of blow drying include:

- Limiting the frequency or duration of blow drying;
- Limiting the number of people in the space when blow drying;
- Conducting blow drying in a separate room (such as a treatment room or unused space); and
- Providing fresh air (access to outdoor air by opening a window or door), if possible, in areas where blow drying occurs.

Guidelines for operating during Phase III

The following guidelines apply for operating during Phase III:

Required checklist and control plan

Personal service business owners and operators are required to complete and implement the personal services checklist and the [COVID-19 control plan](#) on www.reopeningRI.com. The [control plan template](#) may be used. In advance of re-opening, business owners and professionals must prepare their facilities and workstations to reopen and operate in accordance with the guidelines laid out in these documents. Tools and resources to help in the reopening process will be available at www.reopeningRI.com.

Once you have completed the above, please fill out and hang the personal services poster visibly in your salon, shop, or establishment.

Massage therapy practices must incorporate in their COVID-19 control plan the RIDOH Guidance for Ambulatory Care Settings for Infection Prevention with COVID-19 (Updated May 8, 2020). See: <https://health.ri.gov/publications/guidance/covid-19-ambulatory-care-guidance.pdf>

Professionals are encouraged to complete additional training or certification in sanitization best practices. Examples of such trainings include:

- Barbicide Certification Course and Barbicide COVID-19 certification course (<https://barbicide.com/certification/>); or
- Dermalogica clean touch certification (<https://www.dermalogica.com/in-this-together/inthistogether.default.pg.html?redirect=false>). Dermalogica training is available in English,

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Greek, Dutch, Finnish, Czech, Thai, Turkish, Croatian, Hebrew, Polish, Vietnamese, Japanese, Russian, French, Italian, Spanish, Simplified Chinese and German.

Screening: It is imperative that all people stay home when they have symptoms of COVID-19. Screening is especially important in close-contact settings like personal services. Screening for symptoms or risk factors of COVID-19 must occur verbally or in writing (1) daily for personal service business owners and professionals and (2) upon arrival of any customer. If a client is experiencing the symptoms on the screening checklist, their appointment must be rescheduled, and they should contact their doctor.

It is recommended that business owners and professionals create a client intake form or utilize software such as a smartphone app with questions related to COVID-19 symptoms and risk-factors (including, but not limited to travel, potential exposure, etc.).

Physical distancing and capacity: The following will assist business owners and professionals with complying with physical distancing standards and limiting the capacity of the establishment.

Maintaining physical distancing: Spacing between persons in the establishment should be at least six (6) feet, except when a professional is providing a service to a client and maintaining such a distance is impractical. A professional-client pair must always be at least six feet apart from other professionals and clients. Chairs and tables involved in the personal service should be arranged accordingly (with not less than six (6) feet of distance between them).

If stationary equipment, such as workstations, barber chairs, sinks, and dryers do not allow for a six-foot distance to be maintained, business owners and professionals should use practices, such as the following, to accommodate physical distancing:

- Adding space or alternating use of workstations,
- Alternating work schedules or shifts to maintain physical distancing, and/or
- Placing physical, non-porous barriers (e.g. plexiglass) or shields of an appropriate height between stations.

Capacity:

- Business owners and professionals must limit the number of people in the establishment such that each client and professional pair is able to maintain six (6) feet between client and professional pairings.
- Pairings may be closer together if physical, non-porous barriers (e.g. Plexiglas, plastic glass, etc.) of an appropriate height (tall enough to fully separate seated customers and standing professionals) are installed between chairs and overall capacity in the establishment is limited to 1 customer for every 100 square feet (or up to 3 customers at a time for establishments less than 300 square feet).

Scheduling and appointments: Business owners and professionals are strongly encouraged to book clients in advance by appointment only and not to accept walk-ins. Telephone or online scheduling systems may be helpful.

There should be a sufficient gap (generally at least 15-minutes) between the end of one appointment and the beginning of the next to allow for proper disinfection and to avoid client-to-client interactions.

Business owners and professionals are strongly recommended not to double-book clients, as double-booking may increase risk that a professional spreads the virus amongst customers served at the same time. Recognizing that COVID-19 protocols will require all business owners and professionals to adapt their practices, business owners and professionals should adjust to COVID-19 protocols before beginning any double booking. If professionals or business owners choose to double book clients, they must follow all

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protocols between servicing each client, including to:

- Remove any gloves, wash hands, and don new gloves (if required for the new service) before changing clients;
- Ensure that each workspace is sanitized before each client is seated; and
- Maintain capacity limits and physical distancing.

Business owners and professionals should be flexible with work schedules/ hours to reduce the numbers of people (employees and clients) present at any given time in order to maintain physical distancing.

If an establishment accepts walk-ins (not recommended), walk-ins may not enter the salon until the professional is ready to begin their service. Clients must space themselves at least 6 feet apart while they wait.

Waiting areas: Business owners and professionals should minimize the use of the waiting area of the business. If waiting areas are utilized, establishments should arrange seating or otherwise ensure that there is six (6) foot spacing between customers.

- It is recommended that clients wait outside the establishment. While waiting for their appointment, clients should wait in their vehicle or remain otherwise physically distanced from others (preferably outside) until the professional is ready to serve them.
- It is recommended that persons not being serviced in the establishment wait outside (with the exception of parents and caregivers accompanying an individual receiving service). If a waiting area is in use, establishments should maintain physical distancing by limiting the number of clients in the space and by arranging seating to provide at least six (6) feet of physical distance between individuals.

Professionals are encouraged to offer accommodations such as reduced numbers of people in the establishment or shop for those in high-risk populations, including seniors.

Signage and floor markers: Consider floor stickers and signage that provide guidance for physical distancing. Placement of visible and appropriate signage to communicate to the customer that thorough sanitation procedures are in place is recommended.

Sneeze shields and barriers: Consider placement of see-through barriers, such as sneeze shields or plexiglass, between employees and customers in locations where this is possible, e.g., at retail counters or greeting stations.

Break rooms: Ensure break rooms are thoroughly cleaned and sanitized and not used for congregating by employees.

Retaining contact information for contact tracing purposes

Business owners and professionals must retain the full name, phone numbers, and date and time on site for all clients and any other entrants on site for a period of more than 15 minutes for 30 days. After 30 days, this information must be permanently destroyed.

Hygiene and handwashing

- Handwashing with soapy, warm water, for a minimum of 20 seconds is required by professionals between every client service.
- Professionals are encouraged to ask customers to wash their hands upon being checked in for their appointment.
- All employees should frequently wash their hands after using phones, computers, cash registers, and/or credit card machines. Wipe these surfaces between each use.
- Ensure that all sinks in the workplace have soap available and paper towels.

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- Post handwashing signs in the restrooms.
- Provide hand sanitizer with at least 60% alcohol at all work locations for employees and clients.

Personal protective gear

Masks: In addition to the general business guidance requirements on wearing masks in [Executive Order 20-30](#) and RIDOH regulations “Safe Activities By Covered Entities During the COVID-19 Emergency” ([216-RICR-50-15-7](#)), clients must make their best effort to keep their nose and mouth covered the entire time they are receiving the personal service (with the exception of a scenario where one can easily, continuously, or measurably maintain 6 feet of distance at any time, such as when alone in a tanning bed).

- Business owners and professionals may want to consider making disposable masks available to clients.
- If available, it is recommended that professionals wear face shields when servicing clients. Please note that face shields may help preserve the use of face masks and prevent splashing on masks, but do not offer added respiratory protection.
- Recognizing that some services may require the removal of ties or elastics, clients are permitted to hold their mask in place (e.g. while shampooing). In such services, it may also be helpful to place a clean towel over the face of your client (e.g. while at the shampoo bowl) to protect their mask and face.

Gloves: It is recommended that professionals wear disposable gloves when servicing clients. If a professional chooses to wear gloves, they must dispose of and replace gloves between clients.

Professional’s clothing: Professionals who wear a smock or other protective clothing must change the smock between each client. Smocks should be laundered following the RIDOH sanitation recommendations of submersion in 140-degree detergent water for a minimum of fifteen minutes followed by a full wash cycle between each client, or professionals may consider using disposable smocks and dispose of the smock after use on a client.

Disinfection

Services involving shared objects or surfaces that are not able to be sanitized between uses or where disposable alternatives are not available are not allowed.

With the exception of face masks and face shields, business owners and professionals must change, sanitize, or discard all gear and objects between each client. All surfaces and workstations must be sanitized between each client. Examples include:

- Gloves should be discarded between clients. Gowns, drapes, linens, eye coverings, and other gear must be changed between clients. These used items should be cleaned and disinfected prior to use with another client or discarded in a closed container.
- **Capes and other protective fabrics:** If capes or other protective fabrics are used, each client must be draped with a clean cape. Capes should be laundered following the RIDOH sanitation recommendations of submersion in 140-degree detergent water for a minimum of fifteen minutes followed by a full wash cycle between each client, or establishments may use disposable capes and dispose of the cape after it is used. If neck strips are used, professionals must dispose of and replace the neck strip between each client. Capes must be sanitized in between each client even when a neck strip is used.
- **Linens:** Professionals must replace linens (e.g. sheet/pillowcase/face cradle) with a clean linen after every client. Clean and disinfect all linen hampers and trash containers and only use such containers that can be closed and used with liners that can be removed and discarded.
- **Chairs, working tables or beds, massage tables, or other furniture:** All surfaces must be sanitized between use. Professionals may not use foam table pads, “lamb’s wool” or heating pads unless contained within a PUL (Polyurethane Laminated) sanitary protective cover.

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- **Workstations:** In addition to the general business guidance and CDC recommendations, business owners and professionals must clean and disinfect all work area surfaces daily and in between each customer. Clean and disinfect the entire work area.
- **Tools:** Clean and disinfect all reusable tools and store in an airtight closed container.
- **Products:** Check to make sure all products, such as lotions, creams, polishes, waxes, and scrubs, have always been in a closed container. If products have not, you must discard and replace.
- **Single-use tools:** Remove and discard all single use tools that have already been used. Examples include shaving razors, paper files, drill bits, files, pumice stones, orangewood sticks, and buffers.

Reopening disinfection: The business' space must be thoroughly cleaned and disinfected prior to reopening. Disinfect all surfaces, tools, and linens, even if they were cleaned before the business was closed. Use the personal services checklist as a guide to cleaning and disinfecting before reopening. Businesses should follow the following guidance for pre-opening and ongoing cleaning:

- Launder all linens, towels, drapes, and smocks in between each use. Linens, towels, drapes, and smocks must be sanitized by a towel or linen service provider or be laundered in 140-degree soapy water and dried completely at the warmest temperature allowed and stored in an airtight container or cabinet (no open storage of linens, towels, drapes, or smocks).
- Store all used/dirty linens in a closed container.
- Use disinfectants that are EPA-registered and labeled as bactericidal, viricidal, and fungicidal. No product will be labeled for COVID-19 yet, but many will have human coronavirus efficacy either on the label or available on their website. The EPA has approved any product that has tested as effective against human coronavirus. If in doubt of the effectiveness, check the EPA website.
- Disinfectant for immersion of tools, must be mixed daily and replaced sooner if it becomes contaminated throughout the workday. Disinfectant only works on a clean surface, so clean all surfaces and tools with hot soapy water, Ship-shape®, or cleaning wipes (if using wipes, be sure to cover surface thoroughly) before disinfecting. *A UV sanitizer does not qualify as an effective disinfecting method.*
- Contact time on label MUST be observed for disinfectant to work. Contact time refers to how long the disinfectant is visibly wet on the surface allowing it to thoroughly destroy all the pathogens. Typical contact time for immersion/sprays is 10 minutes and for disinfectant wipes it is 2-4 minutes.
- Disinfectants used for immersion must be changed daily or sooner if they become contaminated (ex: hair/debris floating in solution or cloudy solution).
- Disinfection is for hard, non-porous surfaces, such as glass, metal, and plastic.
- Porous/soft surfaces cannot be disinfected and must only be used once and then discarded (tools such as cardboard files, buffers, non-sanitizable drill bits, etc.)
- Bolsters must be disinfected and covers changed after each client.

Reception area: In addition to the general business guidance, business owners and professionals should prepare their reception areas by:

- Removing all unnecessary items such as magazines, newspapers, service menus, any other unnecessary paper products and decor. Wipe down all seats and tables. Cloth chairs cannot be properly cleaned and disinfected, so consider using a plastic cover.
- Consider discontinuing use of paper appointment books or cards and replace with electronic options.
- Contactless payments are encouraged. Avoiding the exchange of cash can help greatly in preventing spread of virus, but if this is unavoidable, be sure to wash and sanitize hands well after each transaction. The use of credit/debit transactions is preferred, using touch/swipe/no signature technology.
- Clean and disinfect all retail areas daily.
- Professionals and businesses offering retail must follow the retail guidance, which includes the following:

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- Retailers must temporarily discontinue self-serve sampling and application of personal goods (i.e. make-up, perfume, lotion). Retailers may offer customers samples using single-use applicators or no-touch options. Retailers offering samples should wash their hands or use hand sanitizer between each customer.
- Customers are encouraged to minimize the handling of merchandise. Retailers are encouraged to post signage encouraging customer compliance in areas with frequent customer handling of merchandise or may also consider reducing merchandise on retail floors or making other physical changes, where possible, to reduce customer handling of merchandise.
- Clean and wipe all door handles and other surfaces that are regularly touched by clients and staff with a disinfectant or disinfectant wipes.
- Provide hand sanitizer and tissues for employees and clients.

Profession-specific equipment: Each professional must review all sanitation processes and check to make sure that equipment is sanitized between each client. Examples of such equipment include:

- Manicure and pedicure bowls and baths. Manicure and pedicure bowls with jets must be cleaned daily; jets must be disassembled, components thoroughly washed with soap and water, then submersed in an EPA-grade solution for ten minutes. Manicure or pedicure baths must be cleaned in between clients. Manicure and pedicure baths filled with hot water and circulated with an EPA-grade disinfectant for a minimum of ten minutes.
- Haircare tools: Clean and disinfect all sanitizable implements and appliances, including hairdryers, hot iron handles, sheers, clippers, clipper guards, clippies, rollers, combs, brushes, cuticle nippers, cuticle pushers, drill bits, rolling carts, and any other items used in connection with servicing clients.
- Shampoo bowls: Clean and disinfect all bowls, hoses, spray nozzles, foist handles, shampoo chairs, and arm rests before use and in between each client. Wipe down all back-bar products and shelves. Discard and replace any products that have not been stored in a closed container. If available, wrap shampoo bowls in plastic and discard between clients. Limit face-to-face contact with clients as much as possible and consider the use of face-shields by those employees providing shampoo services.
- Massage therapy workplaces: The massage therapy industry standard for disinfecting protocol shall be as follows: 6% Sodium Hypochlorite (AKA bleach; ex. not color-safe bleach as it does not contain Sodium Hypochlorite)
 - Create .5% or 1:10 solution of bleach and water in spray bottle;
 - Bleach solutions used for disinfecting must remain wet on the surface for an adequate amount of time to be effective, also known as contact time;
 - A ten-minute contact time with a higher-strength (e.g. 1:10) solution containing at least 5000 ppm is recommended by the Centers for Disease Control and Prevention (CDC); and
 - After sufficient contact time, the surface should be rinsed with clean water to remove bleach residue to minimize surface damage.

Additional controls

- Professionals and business owners should educate themselves and provide training, educational materials, and reinforcement on proper sanitation, handwashing, cough and sneeze etiquette, using personal protective equipment (PPE), and other protective behaviors to employees and professionals that operate in their facilities.
- Provide alcohol wipes for use at phone stations.
- Establishments may also adopt additional principles and practices to minimize risk during the COVID-19 pandemic including discontinuing allowances for pets in the facility (other than registered service animals).