



# COVID-19 GUIDANCE FOR PERSONAL CARE SERVICES

Due to the nature and risks that are posed by personal care services to transmit COVID-19, additional health and safety measures are needed. Personal care services include, but are not limited to, barbershops, hair & nail salons, spas, tanning salons, waxing & threading salons, body-art & piercing studios, massage therapy, pet groomers, auto detailing and gyms/fitness studios. These guidelines will continue to assist the business community to reduce the spread of COVID-19.

Businesses need to read and understand the updated requirements of the Civil Emergency Order to continue or resume operations.

- City of Springfield order: [www.springfieldmo.gov/coronavirusresponse](http://www.springfieldmo.gov/coronavirusresponse)
- Greene County order: [www.greenecountymo.gov](http://www.greenecountymo.gov)

## General Guidance

- Personal care services must limit the number of all persons in the building, based on the order that applies to their location. This includes limiting the number of employees, customers and vendors.
- Screen employees for [symptoms](#).
- Post signage outside the entrances that states that any customer who has symptoms of COVID-19 should not enter.
- Screen customers prior to appointments and employees prior to shifts for symptoms. Customers that have symptoms must be rescheduled.
- Practice physical distancing of 6 feet in all areas.
- When physical distancing is not feasible, a cloth face covering is required for the employee and patron when practical.

- Encourage appointments for services; discourage walk-in customers.
- Designate one-way traffic within the building.
- Remove seating in waiting area to only accommodate 25% seating of the waiting area.
- Promote the use of self-serve checkout registers; clean and disinfect registers and customer credit cards regularly.
- Encourage the use of hand sanitizer or hand washing upon entering the facility for both customers and employees.
- Make hand sanitizer and disinfectant wipes available throughout the facility.
- Use alternative options for meetings to avoid convening people for meetings.

## Employee Health Guidance

- Screen employees for symptoms upon arrival to work.
  - Design a protocol for reporting self-monitoring before beginning shift.
  - Use of touchless thermometers to check temperature before shift.
- Require employees to stay home if they are sick or if they report to work with symptoms.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow [CDC recommended precautions](#).
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Practice proper hand hygiene before and after service.
- Limit one client per employee at a time.

## Cleaning and Disinfecting Guidance

- Those industries that are regulated by other entities must follow all sanitation and disinfection guidelines determined by regulatory authority.
- Require handwashing and sanitizing before and after each service.
- Clean and disinfect all tools and equipment before and after each use.

- Consider closing for certain periods during the day for complete cleaning and disinfecting.
- Increase time between appointments to allow for cleaning and disinfecting of all surfaces and equipment.
- Auto detailers:
  - Clean and disinfect car interior when receiving and handing off car to customer
    - Keys, steering wheel, gear shift, seat belt, etc.

## Physical Distancing Guidance

- Stagger employee shifts and customer appoints to allow for physical distancing.
- Booths or stations should be six feet apart; or use every other booth or station.
- Take breaks and meals outside or where proper physical distancing is attainable.
- Customers should wait in their cars or outside until their appointment.
- Pet Groomers:
  - Use the company's leash or carrier when handling animals (do not use the owners' items)
  - Curbside pickup
  - Establish an alternative point of sale outside buildings
- Auto Detailers:
  - Prohibit unnecessary person-to person contact
  - Wear gloves when using customer's keys
  - Establish an alternative point of sale outside buildings
  - Offer curbside check-in and pickup