

Reopening Protocol for Personal Care Establishments: Appendix R

Recent Updates: (Changes are highlighted in yellow)

5/20/2021: Piercing and tattooing services for the nose and mouth area are permitted. In addition to a face mask, practitioners providing these services must also wear a face shield for eye protection and are encouraged to use a higher quality mask and to ensure that the area is well-ventilated. Steam and oxygen treatments are no longer categorized as aerosol-generating procedures and are permitted to resume in compliance with this Protocol.

COVID-19 case rates, hospitalizations, and deaths have decreased and **remain** stable, but COVID-19 continues to pose a high risk to communities and requires all people and businesses to take precautions and modify operations and activities to reduce the risk of spread.

Due to Los Angeles County entering the “Yellow Tier” of the State’s Blueprint for a Safer Economy framework, this protocol has been updated to lift some local activity-specific restrictions. Establishments should proceed with caution and adhere to the requirements in this protocol to reduce the potential spread of COVID-19 within their business operations.

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain businesses to **more** safely **resume operations**. The requirements below are specific to personal care services, including but not limited to services that require the touching of a client’s face or body. In addition to the conditions imposed by the State Public Health Officer, businesses and practitioners must also be in compliance with all applicable laws including the conditions laid out in this Protocol.

Since indoor activities carry higher risks associated with the transmission of COVID-19, especially in spaces with poor ventilation, it is critical that facilities ensure that appropriate physical distancing is maintained, that customers and staff wear face masks at all times, hand hygiene is strictly observed, enhanced cleaning and disinfection of the facility is maintained, and that ventilation is optimized.

Personal care services include but are not limited to, esthetician, skin care and cosmetology services; non-medical electrology; body art professionals, tattoo parlors, microblading and permanent make-up; piercing shops; massage therapy (non-healthcare); tanning services; nail salons; hair salons and barbershops.

Food and drinks may not be consumed by customers while inside or on the grounds of the establishment.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document and related guidance.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this protocol must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name: _____

Facility Address: _____

Prior Maximum Occupancy: _____

Occupancy Allowed: _____

**A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH
(CHECK ALL THAT APPLY TO THE FACILITY)**

- Everyone who can carry out their work duties from home has been directed to do so. This does not apply to services that are required by law to be conducted in a permitted location.
- Vulnerable workers (those above age 65, those who are pregnant, those with chronic health conditions) are assigned work that can be done from home, whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All workers have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Workers understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that workers are not penalized when they stay home due to illness.
- Entry screenings are conducted before employees may enter the workspace, in compliance with the [DPH Entry Screening guidance](#). Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, fever or chills, **new onset of loss of taste or smell**, and whether the employee is currently under isolation or quarantine orders. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
 - Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 10 days, they can be cleared to enter and participate for that day.
 - Positive Screen (Not Cleared):
 - If the person was not fully vaccinated **against COVID-19**¹ and had contact with a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter or work in the field and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter or work in the field and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- Workers are provided information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID-19, including employee's sick leave rights for COVID-19 illness and COVID-19 vaccination under the [2021 COVID-19 Supplemental Paid Sick Leave Law](#).

¹ People are considered fully vaccinated against COVID-19 two (2) weeks or more after they have received the second dose in a 2-dose series (e.g., Pfizer-BioNTech or Moderna), or two (2) weeks or more after they have received a single-dose vaccine (e.g., Johnson and Johnson [J&J]/Janssen). **This guidance can also be applied to COVID-19 vaccines that have been authorized for emergency use by the World Health Organization (e.g. AstraZeneca/Oxford).**

- Upon being informed that one or more worker/practitioner, independent contractors and temporary workers test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all workers that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all quarantined workers to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this cluster to the Los Angeles Department of Public Health at (888) 397-3993 or (213) 240-7821 or online at www.redcap.link/covidreport. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response. The Department of Public Health will need the facility's immediate cooperation to determine whether the cluster of cases constitutes an outbreak of COVID-19.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- All workers have been told to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.
- Employees who have contact with others are offered, at no cost, an [appropriate face mask](#) that covers the nose and mouth. For more information, see LAC DPH COVID-19 Mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>. The face mask is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. It is strongly recommended that personal care operators that offer services that require customers to remove their face mask during the service provide employees who are in contact with these customers while indoors, masks that are more effective at protecting against small aerosol transmission, including but not limited to a fit-tested N95 mask (preferred), a KN95 mask, or double-masks, given the higher risks of COVID-19 spread indoors. For more information, see LA County DPH COVID-19 mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>. Per the State, persons instructed by their medical provider that they should not wear a face mask due to a medical condition and who are employed in a job involving regular contact with others must wear a non-restrictive alternative, such as a face shield with a drape on the bottom edge, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. All employees must wear face masks at all times except when working alone in private offices with closed doors or when eating or drinking. The exception made previously for employees working in cubicles with solid partitions exceeding the height of the employee while standing is overridden until further notice.
- Employees are instructed to wash or replace their face masks daily.
- To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers. COVID-19 transmission is more likely to occur when employees are present together when not wearing face masks.
- Occupancy is reduced and space between employees is maximized in any room or area used by employees for meals and/or breaks. This has been achieved by:
 - Posting a maximum occupancy sign that is consistent with enabling a distance of at least six feet between individuals in rooms or areas used for breaks; and

- Staggering break or mealtimes to reduce occupancy in rooms or areas used for meals and breaks; and
- Placing tables at least eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Where possible, outdoor break areas have been created and are equipped with shade covers and seating that enables employees to maintain a 6-foot physical distance at all time from others.
- Workers who consistently must be within six feet of customers or co-workers must wear a secondary barrier (e.g. face shield or safety goggles) in addition to a face mask. All employees should minimize the amount of time spent within six feet of customers. Workers who are providing a service that requires the customer to remove his/her mask in order to receive the service (e.g., facials, facial trims, shaves, make-up, etc.) must wear a face shield in addition to a face mask, but are strongly encouraged to wear a more effective mask, such as a fitted N95 mask (preferred), a KN95 mask or a double-mask. For more information, see LA County DPH COVID-19 mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>.
- Face shields are optional for workers that show proof of full vaccination to their employer; wearing a mask is still required. For fully vaccinated employees who have shown proof of their full vaccination against COVID-19 and choose not to wear a face shield, the employer should create and keep a written record that documents that each of these employees has shown them acceptable proof of full vaccination. The employer does not need to keep a copy of the proof of full vaccination shown.
 - People are considered fully vaccinated for COVID-19 at ≥ 2 weeks after they have received the second dose in a 2-dose series (Pfizer-BioNTech or Moderna), or ≥ 2 weeks after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen)
 - The following are acceptable for the employee to show their employer as proof of full vaccination for COVID-19: a photographic identification and the person's vaccination card (which includes name of person vaccinated, type of COVID-19 vaccine provided and date last dose administered) OR a photo of their vaccination card as a separate document OR a photo of the attendee's vaccine card stored on a phone or electronic device OR documentation of their full vaccination against COVID-19 from a healthcare provider (which includes name of person vaccinated and confirms that the person is fully vaccinated against COVID-19).
- Clean face masks are available for workers to ensure that if soiled, these can be changed during the shift. Where possible, clean face masks are offered to customers, should their face mask become soiled.
- Workers are provided with clean, launderable or disposable smocks which are replaced at least once a day but more frequently if they become soiled.
- If face shields and safety goggles are used, they must be cleaned and disinfected per manufacturer's directions. Workers wash or sanitize hands before and after using or adjusting face masks.
- Workers avoid touching eyes, nose and mouth.
- Independent contractors and temporary workers are properly trained on these protocols and have necessary face masks and personal protective equipment. Business owners are to discuss these protocols with the organization supplying the independent contractors and/or temporary workers, prior to their return to work.
- All workstations are separated by at least six feet.
- Workers are allowed frequent breaks to wash their hands with soap and water, and workers should scrub their hands with soap for 20 seconds.
- Break areas, restrooms and other common areas are disinfected at the below frequency, but no less than once per day during operating hours, on the following schedule:
 - Break areas _____
 - Restrooms _____

- Other _____
- Workers are prohibited from sharing food and beverages.
- Workers using cleaners or disinfectants wear gloves and other protective equipment as required by the product instructions.
- Disinfectant and related supplies are available to workers at the following location(s):

- Hand sanitizer effective against COVID-19 is available to all workers at the following location(s):

- Each worker is assigned their own tools, equipment, work supplies and defined workspace. Sharing held items is minimized or eliminated.
- To the extent feasible, this protocol and other COVID-19 related materials downloaded from the DPH Coronavirus website are provided in the languages of all workers.
- Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may come on to the premises as third parties.
- A copy of this protocol has been distributed to each worker.
- Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- The number of customers in a personal care establishment is low enough to ensure that all workers and patrons are able to maintain physical distancing but in no case more than 75% of the maximum occupancy of the personal care establishment.
 - Maximum number of customers in the facility is limited to: _____
- Measures are in place to ensure physical distancing of at least six feet between and among workers and customers, except while providing services that require close contact. These measures include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers/customers should stand).
- Appointments are staggered to avoid reception congestion, ensure physical distancing and to ensure adequate time for proper cleaning and sanitation between each customer visit. No walk-in appointments are available.
- Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait in their cars instead of waiting in the reception areas. Reception areas should be modified to support adequate physical distancing, including removing chairs and sofas or spacing them further apart. Persons waiting outside should maintain a six (6) foot distance from each other.
- Workers do not see multiple customers at once. Services for one customer are completed before a new customer is seen by the same worker.
- Employee workstations are separated by at least 6 feet and common areas are configured to limit employee gatherings to ensure physical distancing of at least 6 feet.
- Workers have been instructed to avoid handshakes, hugs, or similar greetings that break physical distancing.
- Workers are discouraged from congregating in high traffic areas.

- Workflow is reviewed and changes made to permit physical distancing during pickups and deliveries. Shelving, bins, bulletin boards or other transfer-aiding materials are installed to avoid the need for person-to-person hand-offs of purchases.
- Staff meetings are held in an area that accommodates physical distancing or are held over the phone or via webinar.

C. MEASURES FOR INFECTION CONTROL

- Effective ventilation is one of the most important ways to control small aerosol transmission. Indoor services that require close contact with unmasked customers for an extended period of time are highly encouraged to increase fresh air ventilation. See California Department of Public Health [Interim Guidance for Ventilation, Filtration and Air Quality in Indoor Environments](#) for detailed information.
 - Ensure that the HVAC system is in good, working order and, to the maximum extent possible, ventilation has been increased in common spaces and guest rooms.
 - Keep windows and other sources of natural ventilation open throughout the facility, to the greatest extent possible.
 - Consider adding Portable Air Cleaners (PACs) in areas where fresh air ventilation cannot be increased and upgrading the building's air filters to the highest efficiency possible.
 - Please Note: Ventilation and other indoor air quality improvements are an addition to, and not a replacement for, mandatory protections including wearing face coverings (except in certain high-risk environments that require using proper respiratory protection), maintaining at least six feet of distance between people, washing hands frequently, and limiting activities that bring together people from different households.
- For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility's plumbing with a fresh and safe water supply.
- Clients are contacted before the visit to confirm the appointment and to advise/ask the following:
 - Bring and use a face mask (preferably with ear loops) during the visit.
 - Wait in your car until your appointment time.
 - Do not bring children, friends, guests, viewers, or others to the appointment.
 - If the appointment is for a child a parent or guardian may wait in the salon but must maintain 6 feet of distance from others and wear a face mask.
- Visitors arriving at the establishment are reminded to wear a face mask at all times while in the establishment or on the grounds of the establishment. This applies to all adults and to children 2 years of age and older. Individuals who have been instructed not to wear a face mask by their medical provider must wear a face shield with a drape on the bottom edge to be in compliance with State directives, if their condition permits it. A drape that is form-fitting to the chin is preferred. Masks with one-way valves must not be used. Clients may remove their masks to receive services that require removal of the face mask in order to render the service (e.g., facials, facial trims, shaves, etc.). To support the safety of your employees and other visitors, a face mask should be made available to visitors who arrive without them.
- Maintain a log of all clients with contact information (name, date/time of visit, address, phone and email) if possible, this can be done at the time of registration.
- Symptom checks are conducted before visitors may enter the facility. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing and fever or chills and whether the individual is currently under isolation and quarantine orders. These checks can be done in person or through alternative methods such as on-line check in systems or through [signage](#) posted at the entrance to the facility stating that visitors with these symptoms should not enter the premises.

- Negative Screen (Cleared). If the person has no symptom(s) and no contact with a known COVID-19 case in the last 10 days, they can be cleared to enter and receive services.
- Positive Screen (Not Cleared):
 - If the person has had contact with a known COVID-19 case in the last 10 days or is currently under quarantine orders, they may not enter and must be sent home immediately to quarantine at home. Provide them with the quarantine instructions found at ph.lacounty.gov/covidquarantine.
 - If the person is showing any of the symptoms noted above or is currently under isolation orders, they may not enter and must be sent home immediately to isolate at home. Provide them with the isolation instructions found at ph.lacounty.gov/covidisolation.
- Both screener and customer should wear a face mask for the screening.
- Disposable gloves are worn for services that require them. Wearing gloves is to be done in conjunction with regular hand washing and is not a substitute for regular hand washing.
- Amenities, including food, coffee, water, self-service stations, and other items for customers, have been removed from reception areas. Food and drinks may not be served to customers.
- Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
- Workers are using all required protective equipment, including eye protection and gloves when required for service.
 - Workers are required to wear face masks at all times.
- Workers who are providing a service that requires the customer to remove his/her mask in order to receive the service (e.g., facials, facial trims, shaves, make-up, etc.) must wear a face shield in addition to a face mask, but are strongly encouraged to wear a mask that is more effective against aerosol transmission of COVID-19, such as a fitted N95 mask (preferred), a KN95 mask or a double-mask. For more information, see LA County DPH COVID-19 mask webpage at <http://publichealth.lacounty.gov/acd/ncorona2019/masks>.
- Face shields are optional for workers that show proof of full vaccination to their employer; wearing a mask is still required. For fully vaccinated employees who have shown proof of their full vaccination against COVID-19 and choose not to wear a face shield, the employer should create and keep a written record that documents that each of these employees has shown them acceptable proof of full vaccination. The employer does not need to keep a copy of the proof of full vaccination shown.
 - People are considered fully vaccinated for COVID-19 at ≥ 2 weeks after they have received the second dose in a 2-dose series (Pfizer-BioNTech or Moderna), or ≥ 2 weeks after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen)
 - The following are acceptable for the employee to show their employer as proof of full vaccination for COVID-19: Vaccination card (which includes name of person vaccinated, type of vaccine provided and date last dose administered) OR a photo of a vaccination card as a separate document OR a photo of the attendee's vaccine card stored on a phone or electronic device OR documentation of full vaccination from a healthcare provider (which includes name of person vaccinated and confirms that the person is fully vaccinated for COVID-19).
- Disposable gloves are to be worn during the procedures and while performing cleaning and disinfection of all implements and surfaces after each client session.
- A cleaning and disinfection plan has been developed to address the following:
 - High traffic areas.
 - Common areas and frequently touched objects (e.g., tables, handles, light switches, phones) which should be disinfected at least once per day during business hours using EPA approved disinfectants.
 - Increase cleaning and disinfection for surface that are in high traffic areas or for surfaces that are exposed to unmasked individuals.

- All handles, hoses, spray nozzles, and other equipment (e.g., tanning beds/booths) before and after use on a customer.
- ☐ Hospital grade Environmental Protection Agency (EPA)-approved products are used to clean and disinfect anything the client came in contact with, including treatment tables, face cradles, stools, etc. Follow the product manufacturer's recommendations for contact time.
- ☐ An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- ☐ Workers are provided time to implement cleaning practices during their shift. Cleaning assignments are assigned for the hours of operation and are part of the worker's job duties.
- ☐ Hard-surfaced, non-porous chair or large hard-surfaced or plastic baskets for clients to put their clothes on or in are available.
- ☐ All appliances at workstations and in treatment areas are properly disinfected between each customer.
 - Non-porous implements, such as tweezers or scissors, are cleaned with hot, soapy water to remove any physical debris, rinsed and dried completely. Followed by immersing the implement in an EPA-registered disinfectant for the full contact time as stated by the manufacturer's directions. Items are removed at the end of contact time, rinsed, and dried with a clean paper towel.
 - For electrical implements such as clippers, magnifying LED lamps, hot towel warmers, and esthetic devices, clean the implement with a spray wipe to remove any physical debris. Followed with an EPA-registered disinfectant spray or wipe for the full contact time as noted by the manufacturer's directions. Use caution when using a spray and be sure your device is unplugged and do not spray into the motor.
 - For electronics, such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer's instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer's guidance is available, consider the use of alcohol-based wipes containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.
- ☐ Workstations are cleaned and disinfected between each customer.
 - Including rolling carts, drawers, hand mirrors, hair care and other products and containers.
 - A new smock or cape is provided for each customer.
- ☐ Treatment tables must be covered with either a treatment table paper, a clean towel, or a clean sheet after each use.
- ☐ Linens are removed (even if the customer did not get under them) and the bed or table is properly disinfected between customers.
- ☐ Workers wear disposable gloves when removing used linens, towels, and other draping, including blankets, and client draping for each treatment.
- ☐ All dirty linens, including towels, and smocks are placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160° F for at least 25 minutes. Do not shake dirty laundry.
- ☐ Store all clean linens in a clean covered place. Ensure workers who handle dirty linens or laundry wear gloves.
- ☐ The entire facility, including product display areas, are cleaned and disinfected at least daily.
- ☐ Floors are vacuumed when possible, instead of sweeping or other methods to prevent dispersing of pathogens into the air.
- ☐ All "test" products have been removed and discarded.
- ☐ Restrooms and handwashing facilities are kept stocked with soap, paper towels and toilet paper and sanitized regularly using EPA approved disinfectants.

- Restrooms are free of any unnecessary products such as candles or other supplies.
 - Hands-free equipment is installed wherever feasible (including restrooms) to reduce risk of contamination.
 - Cashless transactions are strongly encouraged. If reasonable, customers are enabled to swipe their own credit/debit cards, and card readers are sanitized between each guest use. If electronic or card payment is not possible, customers pay with exact cash payment or check.
 - Optional - Describe other measures to promote infection control:
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ADDITIONAL CONSIDERATIONS FOR ESTHETICIAN, SKIN CARE AND COSMETOLOGY SERVICES

- Workers and customers are required to wear face masks at all times unless the service being rendered requires the customer to remove their face mask. In situations where a customer must remove his/her face mask to receive a service, the worker must wear a face shield over a face mask, and are strongly encouraged to wear a mask that is more effective at protecting against small aerosol transmission, including but not limited to a fit tested N95, KN95, and double-masks. Face shields are optional for workers that show proof of full vaccination to their employer; wearing a mask is still required.
- For fully vaccinated employees who have shown proof of their full vaccination against COVID-19 and choose not to wear a face shield, the employer should create and keep a written record that documents that each of these employees has shown them acceptable proof of full vaccination. The employer does not need to keep a copy of the proof of full vaccination shown.
 - People are considered fully vaccinated for COVID-19 at ≥ 2 weeks after they have received the second dose in a 2-dose series (Pfizer-BioNTech or Moderna), or ≥ 2 weeks after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen)
 - The following are acceptable for the employee to show their employer as proof of full vaccination for COVID-19: Vaccination card (which includes name of person vaccinated, type of vaccine provided and date last dose administered) OR a photo of a vaccination card as a separate document OR a photo of the attendee's vaccine card stored on a phone or electronic device OR documentation of full vaccination from a healthcare provider (which includes name of person vaccinated and confirms that the person is fully vaccinated for COVID-19).
- Disposable gloves are required throughout the entire esthetic service and while performing cleaning and disinfection of all implements and surfaces after each client session.
- Before leaving the treatment room, workers are required to remove and dispose of gloves, wash their hands or apply proper hand sanitizer, and use a paper towel or sanitizer wipe, to open and close the treatment room door while leaving the room.
- All single use items, such as disposable wax collars, cotton, neck strips, and applicators are used once and immediately thrown away. Product samples, including make-up, must not be used at any time.
- The trash bin has a lid and lined with a disposable plastic bag.
- Workers are required to wash their hands immediately upon finishing services.

ADDITIONAL CONSIDERATIONS FOR MASSAGE SERVICES (NON-HEALTH CARE SETTINGS)

- Clients are required to wash their hands before any services are provided.
- The use of disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with pillowcases that can be removed and replaced between each client are being used.
- If providing facial massages or other hands-on work on the face, use non-latex gloves for this part of the treatment.
- Hand treatments are provided as the last part of the service.

- Workers are required to wash their hands immediately upon finishing massage services.
- Indoor showers, locker rooms, pools, saunas, and steam rooms are open for customer use at 50% capacity. Signs and floor markings should be used to ensure proper physician distancing is maintained while customers are in locker rooms, pools, saunas, and steam rooms.

ADDITIONAL CONSIDERATIONS FOR ELECTROLOGY SERVICES

- Electrologists are required to wear face masks at all times and use disposable gloves during the client's entire treatment.
- Tweezers, rollers, and needle holder caps are properly cleaned and sterilized between each client.
- The use of disposable probes that do not require a probe tip or can are used when possible. If not using disposable probe tips or caps, the removable tip or cap of the epilator needle/probe holder is cleaned and disinfected after each client.
- Needles used for electrolysis are 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.
- Ultrasonic cleaning units, forceps, and all containers, including their removable parts, are cleaned and disinfected between each client according to the manufacturer's instructions.

ADDITIONAL CONSIDERATIONS FOR BODY ART PROFESSIONALS, TATTOO PARLORS, AND PIERCING SHOPS

- Disposable gloves are required throughout the tattooing or piercing service and while performing cleaning and disinfection of all implements and surfaces after each customer session.
- Workers wash their hands thoroughly with soap and water or use hand sanitizer immediately before putting on and after removing gloves.
- Piercing and tattooing services for the mouth and nose area are permitted. Employees providing these services must wear a face shield over a face mask and are strongly encouraged to wear a mask that is more effective at protecting against small aerosol transmission, including but not limited to a fit tested N95, KN95, and double-masks. If possible, increase ventilation in the space while the services are being provided.
 - Face shields are optional for workers that show proof of full vaccination to their employer; wearing a mask is still required.
 - For fully vaccinated employees who have shown proof of their full vaccination against COVID-19 and choose not to wear a face shield, the employer should create and keep a written record that documents that each of these employees has shown them acceptable proof of full vaccination. The employer does not need to keep a copy of the proof of full vaccination shown.
 - People are considered fully vaccinated for COVID-19 at ≥ 2 weeks after they have received the second dose in a 2-dose series (Pfizer-BioNTech or Moderna), or ≥ 2 weeks after they have received a single-dose vaccine (Johnson and Johnson [J&J]/Janssen)
 - The following are acceptable for the employee to show their employer as proof of full vaccination for COVID-19: Vaccination card (which includes name of person vaccinated, type of vaccine provided and date last dose administered) OR a photo of a vaccination card as a separate document OR a photo of the person's vaccine card stored on a phone or electronic device OR documentation of full vaccination from a healthcare provider (which includes name of person vaccinated and confirms that the person is fully vaccinated for COVID-19).
- Chairs are arranged to ensure at least six feet of space between customers. Establishments should consider additional divider shields or other impermeable barriers where appropriate.
- Workers provide tattooing or piercing services for only one customer at a time.

ADDITIONAL CONSIDERATIONS FOR NAIL SALONS

- Clients must wash their hands before nail services are provided.
- A plastic partition between worker and client with ample space cut out where hands or feet can be slid underneath to conduct the manicure or pedicure has been provided, when feasible.
- Only one manicurist works at each station with one service being provided at one time.
- Clients are instructed that they must wear a face mask during the entirety of the service.
- Respirators are used by workers when ventilation is insufficient to reduce exposure below permissible exposure limits established in Title 8 Section 5155. In cases of chemical exposure, only elastomeric respirators with the correct chemical cartridge combined with a particular filter are appropriate for use.
- Pedicure bowls must be disinfected with an EPA-registered disinfectant that is labeled as a bactericide, fungicide and virucide after each customer. Refer to manufacturer's instructions on concentration. For whirlpool foot spas, air-jet basins, or pipeless foot spas, disinfectant must be circulated for at least 10 minutes. Foot spas, basins and pedicure bowls must be properly cleaned and disinfected after every client even if a disposable plastic liner is used. Pedicures done outside shall be limited to portable tubs/bowls and must be cleaned and disinfected with an EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide as described above. All disinfection should occur inside the nail salon and not in the temporary outdoor setting.
- Consider removing the nail polish display to reduce the number of touchpoints. In the absence of a nail polish display, a color palette may be used, which must be cleaned and disinfected after each client use. If the nail polish display is not removed, nail polishes should be cleaned and disinfected before being returned to the display. Disposable supplies are used whenever possible. Any non-disposable supplies must be fully disinfected between customers according to the California Board of Barbering and Cosmetology guidelines.
- If fans, such as pedestal fans or hard-mounted fans, are used in the indoor or outdoor salon, steps have been taken to minimize air from fans blowing directly from one person toward another. If fans are disabled or removed, monitor possible heat hazards and take steps to mitigate them.
- All single-use items, such as cardboard files, sand-bands for drills and buffers, disposable sandals, toe separators, and applicators, are used only once and immediately thrown away in a lined, lidded trash can.

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- A copy of this protocol or a copy of the COVID-19 Safety Compliance Certificate, if applicable, is posted at all public entrances to the facility. For more information or to complete the COVID-19 safety compliance self-certification program, visit <http://publichealth.lacounty.gov/eh/covid19cert.htm>. Facilities must keep a copy of the Protocols onsite at the facility for review, upon request.
- A sign notifying customers that they will be screened for symptoms upon arrival, asked to use hand sanitizer, and to wear a face mask is posted at all entrances.
- Signage is posted that reminds customers to maintain social distancing of six (6) feet, wash hands or use sanitizer upon entry, stay home if they are ill or have symptoms consistent with COVID-19, and to communicate changes to service offerings. Signage should be posted in clearly visible locations, include pictograms, and be made available digitally (e.g., through e-mail). See the [County DPH COVID-19 Guidance webpage](#) for additional resources and examples of signage that can be used by businesses.
- Signage is posted in display areas to let customers know it is cleaned and disinfected daily.
- Online outlets of the establishment (website, social media, etc.) provide clear information about facility hours, required use of face masks, policies in regard to making appointments, waiting outside or in their car for their appointment, preordering, prepayment, pickup and/or other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- Services that are critical to the customers/clients have been prioritized.
- Transactions or services that can be offered remotely have been moved on-line.
- Measures are instituted to assure access to goods and services for customers who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

Business Contact Name:

Phone number:

Date Last Revised:
