



Reopening New York



Personal Care Services Guidelines for Employers and Employees

These guidelines apply to personal care businesses in regions of New York that have been permitted to [reopen](#). See “Interim COVID-19 Guidance for Personal Care Services” for full details.

During the COVID-19 public health emergency, all personal care businesses should stay up to date with any changes to state and federal requirements related to personal care businesses and services and incorporate those changes into their operations. This guidance is not intended to replace any existing applicable local, state, and federal laws, regulations, and standards.

This guidance applies to non-hair-related personal care businesses and services, including tattoo and piercing facilities, appearance enhancement practitioners, massage therapy, spas, cosmetology, nail specialty, UV and non-UV tanning, or waxing. This guidance does not apply to any hair-related personal care services (e.g. haircutting, coloring, or styling), which are addressed in “Interim COVID-19 Guidance for Hair Salons and Barbershops”.

	Mandatory	Recommended Best Practices
Physical Distancing	<ul style="list-style-type: none"> ✓ Limit the workforce and customer presence to no more than 50% of the maximum occupancy, inclusive of customers, who must maintain 6 ft. of separation from others, except during the service, and, in all cases, only be permitted entry if wearing an acceptable face covering; provided that the customer is over age 2 and medically able to tolerate one. ✓ Ensure 6 ft. distance between individuals at all times, unless safety or the core activity requires a shorter distance (e.g. performing a piercing/tattoo, providing a massage, performing a manicure/pedicure). Employees must wear face coverings any time they interact with customers (e.g. performing a service, ringing up a purchase) and any time they come within 6 ft. of another person. ✓ Ensure that customer seating allows customers to maintain a 6 ft. distance from all others except for the employee providing service (e.g. tattoo and piercing workstations, massage tables, or salon workstations must be 6 ft. apart from each other), unless a physical barrier is in place in accordance with OSHA guidelines. ✓ Ensure that employees at appointment desks/cash registers maintain 6 ft. of distance from others, unless there is a physical barrier (e.g. plexiglass) between them, or the employee is wearing a face covering; however, even with a barrier, employees must wear a face covering any time they interact with a customer. ✓ Close waiting rooms. ✓ Put in place practices for adequate social distancing in small areas, such as restrooms and breakrooms. ✓ Establish designated areas for pickups and deliveries, limiting contact to the extent possible. 	<ul style="list-style-type: none"> ✓ Implement “by appointment only” policy to limit walk-in customers and congregation. Walk-in customers who are not able to be immediately served should be provided a time to return. ✓ Ask customers to wait in cars or outside the personal care facility at least 6 ft. away until the appointment time. ✓ Consider electronic alternatives to in-person appointments where appropriate for visits, such as aftercare follow-up, troubleshooting, and other consultations. ✓ Tattoo and piercing parlors should consider posting designs online or in the window in order to minimize the amount of time that customers spend in the business, to the extent possible. ✓ Nail specialty facilities should ensure that nail polish bottles or other shared items are removed from displays or secured to prevent handling by multiple customers. ✓ Modify layouts and reduce bi-directional foot traffic by posting signs with arrows in narrow aisles, hallways, or spaces. ✓ Provide clearly designated, separate entrances and exits. ✓ Modify the use and/or restrict the number of work stations and employee seating areas, so that workers are at least 6 ft. apart in all directions. ✓ Post distance markers using tape or signs that denote 6 ft. of spacing in commonly used areas (e.g. in front of appointment desks/cash registers). ✓ Prohibit the use of small spaces (e.g. small stock rooms, behind cash registers) by more than one individual at a time, unless all individuals are wearing face coverings. If occupied by more than one person, keep occupancy under 50% of maximum capacity of the space.

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	Mandatory	Recommended Best Practices
Workplace Activity	<ul style="list-style-type: none"> ✓ Personal care services that require customers to remove face coverings (e.g. face massage, facials, face waxing around lip or nose areas, face tattoos, facial makeup, cosmetic lip tattooing, lip/nose piercings, beard trimmings, or shaves) are prohibited, unless the employee is wearing a face shield or similar barrier in addition to their face covering. Additionally, any employee performing such services must be tested, at least once on or after September 3, 2020, for COVID-19 through a diagnostic test and receive a negative result prior to the employee performing such services that require removal of a customer’s face covering. ✓ Tattoo and piercing facilities must ensure that: <ul style="list-style-type: none"> • Staff remove needles from sealed packages before every customer procedure. Any stencils or razors must also be clean and unused, and discarded immediately after use. • Standard DOH, OSHA & CDC guidelines for health and safety are followed. ✓ Salons offering services including nail specialty, and waxing must ensure that: <ul style="list-style-type: none"> • Manicure and pedicure baths and bowls are appropriately disinfected between each use. They must be thoroughly cleaned and disinfected with EPA-approved solution. • Hand/foot drying tables are appropriately cleaned and disinfected after each customer. • All wax containers are replaced or cleaned and disinfected between each customer, and no double dipping of applicators. • Each new customer receives all new or cleaned and disinfected implements such as towels, finger bowls, spatulas. 	<ul style="list-style-type: none"> ✓ Tattoo and piercing facilities should: <ul style="list-style-type: none"> • Cover tattoo machines in plastic and/or clean and disinfect them between each customer procedure. • Limit customer contact with retail products before purchase, particularly body jewelry. ✓ Salons offering services including nail specialty and waxing should: <ul style="list-style-type: none"> • Consider waterless manicures and pedicures or use of disposable plastic liners in pedicure baths. • Consider decanting wax into clean single-use containers that are discarded after each customer. • Discourage use of hands (unless clean gloves are applied before handling and removed and discarded and hygiene performed after removing gloves) for mixing or sampling products, and ensure use clean spatula to disperse color onto pallet. Encourage use of disposable brushes wherever possible. • Discourage the use of “tester” products or color samples unless single-use. ✓ Facilities offering massage therapy and spa services should: <ul style="list-style-type: none"> • Encourage the use of single-use tanning supplies such as eye-protection, hair caps, foot protection, and lip balm. ✓ Adjust business hours as necessary to reduce density and enable enhanced cleaning and disinfection procedures.

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	Mandatory	Recommended Best Practices
Workplace Activity	<ul style="list-style-type: none"> • OSHA recommendations for health and safety in salons as well as the hygiene and sanitation requirements of Article 27 of the General Business Law, 19 NYCRR 160.19, 160.20, 160.21, 160.22 and 160.24 are followed. <p>✓ Facilities offering massage therapy and spa services must:</p> <ul style="list-style-type: none"> • Provide accommodations for clean and disinfected face coverings during massage in prone position (e.g. cotton pillowcase draped in face cradle) or avoid such positions altogether. Employees may perform massages on customers in prone positions if the employee is equipped with both a face covering and face shield or eye protection. Ensure that customers don face covering when switching from prone to side or supine position. • Ensure that all linens are changed between clients and laundered appropriately and that they are stored in appropriate containers between use. • Close saunas, steam rooms, or any other services that take place in enclosed spaces where it is inherently difficult to maintain social distancing and/or unsafe to wear an appropriate face covering. • Clean and disinfect all tanning beds and booths between each use. <p>✓ Abide by any DOH guidance governing dining/beverage service areas.</p>	<ul style="list-style-type: none"> ✓ Discourage any use of spray bottles in the facility to minimize the generation of potentially contagious aerosols. ✓ Eliminate or relax cancellation fees to encourage customers to stay home if they become sick. ✓ Encourage customers to use touchless payment options or pay ahead.

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	Mandatory	Recommended Best Practices
Protective Equipment	<ul style="list-style-type: none"> ✓ Customers must only be permitted entry into the facility if they wear an acceptable face covering, provided that the customer is over the age of 2 and able to medically tolerate such a covering. ✓ Provide employees with an acceptable face covering and protective equipment at no-cost to the employee and have an adequate supply of coverings in case of need for replacement. ✓ Employees must wear a face covering that completely covers the nose and mouth and a face shield or safety goggles when providing service directly to customers. ✓ Acceptable face coverings include but are not limited to cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, N95 respirators, and face shields. ✓ Employees must wear face coverings any time they interact with customers, even if they are 6 ft. or more apart. ✓ Tattoo and piercing facilities must ensure that all employees wear a surgical mask that completely covers the nose and mouth, eye protection (goggles and/or face shield), and disposable gloves when providing service directly to/on customers. ✓ Face coverings must be cleaned and disinfected or replaced after use or when damaged or soiled, may not be shared, and should be properly stored or discarded. ✓ Limit the sharing of objects (e.g. tattoo machines, oils, lubricants, brushes, nail files, clippers) and discourage touching of shared surfaces; or, require workers to wear gloves (trade-appropriate or medical) when in contact with such objects/surfaces; or, require workers to perform hand hygiene before and after contact. ✓ Train staff on appropriate PPE donning and doffing procedures. Refer to CDC guidance. 	<ul style="list-style-type: none"> ✓ Consider requiring employees to wear disposable gloves where appropriate for the core activity.



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	Mandatory	Recommended Best Practices
Hygiene, Cleaning, and Disinfection	<ul style="list-style-type: none"> ✓ Adhere to hygiene, cleaning, and disinfection requirements from the Centers for Disease Control and Prevention (CDC) and Department of Health (DOH) and maintain logs on site that document date, time, and scope of cleaning and disinfection. ✓ Provide and maintain hand hygiene stations, including handwashing with soap, water, and paper towels, as well as alcohol-based hand sanitizer with 60% or more alcohol for areas where handwashing is not feasible. ✓ Place hand sanitizer throughout the personal care facility for use by employees and customers. ✓ Ensure that employees wash hands for 20 seconds with soap and water or use an alcohol-based hand sanitizer before and after providing services to each customer. ✓ Provide and encourage employees to use cleaning and disinfection supplies before and after use of shared and frequently touched surfaces, followed by hand hygiene. ✓ Conduct regular cleaning and disinfection at least after every shift, daily, or more frequently as needed, and more frequent cleaning /disinfection of shared objects and high risk areas. ✓ Ensure that workstations (e.g. chairs, headrests, work surfaces, massage tables) and reusable tools are cleaned and disinfected between each customer. ✓ Require that all non-disposable implements (e.g. piercing guns, forceps/clamps, metal implements) are appropriately cleaned and disinfected after each use. ✓ For cleaning and disinfection, refer to Department of Environmental Conservation (DEC) products identified by the Environmental Protection Agency (EPA) as effective against COVID-19. Tanning facilities may refer to DOH guidelines when choosing appropriate disinfectants. 	<ul style="list-style-type: none"> ✓ Ensure that appropriate ventilation is provided for all side rooms to increase air circulation. Refer to CDC guidance on ventilation best practices. ✓ Cover workstations and chairs in disposable coverings and replacing with new unused coverings before each new customer procedure or service. ✓ Place signage near hand sanitizer stations indicating that visibly soiled hands should be washed with soap and water; hand sanitizer is not effective on visibly soiled hands. ✓ Place receptacles around the facility for disposal of soiled items, including PPE.



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	Mandatory	Recommended Best Practices
Hygiene, Cleaning, and Disinfection (cont'd)	<ul style="list-style-type: none"> ✓ Leave time between appointments for full workstation cleaning and disinfection. ✓ Provide for the cleaning and disinfection of exposed areas in the event of a positive case of COVID-19, including all heavy transit areas and high-touch surfaces. Follow CDC guidelines on cleaning your facility after a suspected or confirmed case. 	
Communication	<ul style="list-style-type: none"> ✓ Affirm you have reviewed and understand the state-issued industry guidelines, and that you will implement them. ✓ Post signage inside and outside of the facility to remind personnel and customers to adhere to proper hygiene, social distancing rules, appropriate use of PPE, and cleaning and disinfecting protocols. ✓ Conspicuously post completed safety plans on site. 	<ul style="list-style-type: none"> ✓ Develop a communications plan that includes applicable instructions, training, signage, and a consistent means to provide licensed personnel with information. Consider developing webpages, text and email groups, and social media.
Screening	<ul style="list-style-type: none"> ✓ Employees shall be tested for COVID-19 through a diagnostic test every 14 days, so long as the region in which the personal care workplace is located remains in Phase III of the State’s reopening. ✓ Implement mandatory health screening assessment (e.g. questionnaire, temperature check) for employees and, where practicable, vendors, but such screenings shall not be mandated for customers and delivery personnel. ✓ Screening must ask about, at minimum: (1) COVID-19 symptoms in past 14 days, (2) positive COVID-19 diagnostic test in past 14 days, (3) close contact with confirmed or suspected COVID-19 case in past 14 days; and/or (4) traveled within a state with significant community spread of COVID-19 for longer than 24 hours within the past 14 days. ✓ Refer to DOH travel advisory for the most up to date information on states with significant spread of COVID-19 and quarantine requirements. 	<ul style="list-style-type: none"> ✓ Ensure that employees performing services directly on/to customers have been tested for COVID-19 through a diagnostic test prior to the employee performing such services. ✓ Customers are strongly encouraged to inquire with the employee providing services on/to them about whether the employee has received testing. ✓ Perform screening remotely (e.g. by telephone or electronic survey), before people arrive, where possible. ✓ Screeners should be trained by employer-identified individuals familiar with CDC, DOH, and OSHA protocols and wear appropriate PPE. ✓ Maintain a log of every person, including employees and visitors, who may have close or proximate contact with other individuals at the work site or area such that all contacts may be identified, traced and notified in the event an individual is diagnosed with COVID-19; excluding customers/deliveries performed with appropriate PPE.

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Screening (cont'd)	<ul style="list-style-type: none"> ✓ Designate a site safety monitor whose responsibilities include continuous compliance with all aspects of the site safety plan. 	<ul style="list-style-type: none"> ✓ Encourage, but do not require, customers to complete a health screen/provide contact information so that they can be logged /contacted for contact tracing, if necessary. ✓ Refer to DOH Guidance regarding protocols and policies for employees seeking to return to work after a suspected or confirmed case of COVID-19 or after the employee had close or proximate contact with a person with COVID-19.

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