The province has announced that most personal service settings (hair services, beauty salons, tanning salons, tattoo studios, etc.) will be permitted to open on Friday June 12. While some activities are permitted to resume with safety considerations, some activities are still prohibited.

The following activities will still be prohibited under the shutdown order:

- Services that tend to a customer’s face, such as facials, facial hair grooming, eyebrow grooming and makeup, as well as oxygen bars.
- Steam rooms, saunas and bath houses must remain closed.
- Baths, hot tubs, floating pools and sensory deprivation pods are closed except for therapeutic purposes prescribed by or administered by a regulated health professional. Change rooms and showers for water amenities will be available to the public if operators have the ability to adequately sanitize and disinfect the facilities.
- For clarity, a business can open to offer other permitted services even if a restricted activity is its primary service.

Safety considerations that you must consider are:

1. Screening of customers and staff for symptoms and risk factors. An assessment tool can be found at covid-19.ontario.ca.
2. Requiring all customers to book an appointment and prohibiting walk-in customers.
3. Limiting the number of clients or workers in an establishment so that physical distancing can be maintained as much as possible.
4. Increased cleaning and disinfecting or sterilizing of instruments including scissors, hair clippers, nail files, and other equipment between clients.
5. Assigning each worker a unique set of tools for their own use, and if not possible, limiting the number of people sharing equipment or tools.
6. Getting tested if workers are worried they have or have been exposed to COVID-19.

Where physical distancing cannot be maintained, providers should ensure that:

- Patrons wear face coverings at all times
- Workers wear face coverings and other appropriate personal protective equipment (PPE), including gloves.

Additional sector specific can be found at www.ontario.ca/covidsafety. This guidance is in addition to your normal procedure specific precautions and regulatory obligations. The government has launched a website to aid businesses with information on PPE supplies. It can be found at www.ontario.ca/ppe.

Toronto Public Health has also created some resources, and checklists, for Personal Service Settings that we are promoting. They can be found at: https://www.toronto.ca/home/covid-19/covid-19-protect-yourself-others/community-settings-workplaces/?accordion=personal-service-settings.

Please be on the look-out for additional guidance as it becomes available.
Finally, we have obtained scientific support for this list of frequently asked questions:

**Hairstyling and Barbering**

**Does shampoo etiquette includes covering their face of the client with a towel while shampooing to protect their mouth nose and eyes? Or no shampooing?**

For services where a 2m (6ft) distance cannot be maintained and other control measures, such as barriers cannot be used, it is recommended that a face covering or mask is used to reduce the risk of transmission.

**Can hair dryers be used?**

There is limited concrete data on this one; however, blow dryers do have the potential to spread contaminated air and droplets around a room, if there is an infected person around. Blow drying can be done if both the hair dresser and the client are masked and cleaning and disinfection occurs between each client.

**Limit services to wash cut coloring and styling?**

For services where a 2m (6ft) distance cannot be maintained and other control measures, such as barriers cannot be used, it is recommended that a face covering or mask is used to reduce the risk of transmission.

**Clean and disinfect/sterilize instruments such as scissors, hair clippers, nail files and other equipment between each client?**

Yes, this is a requirement under s.10 (4) and s.10(5) of the PSS Regulation.

**Protocol for using hair capes – do they need to be washed between customers. Is washing with soap enough?**

Use a clean cape for each client. Capes should be washed between clients where possible.

**Manicure/pedicure and Aesthetic Services**

**Use of nail dryers?**

Provided the PSS is screening clients, disinfecting the units between each use, encouraging mask use, and asking clients to perform hand hygiene prior to having any services, theses may still be used.

**Remove all nail polish bottles from client reach so as to not allow clients to handle nail polish bottles**

Could ask clients not to touch the bottles or put them behind a barrier to select polish colour.

**Single use nail polish bottles?**

It is unlikely that the virus (and other bacterial pathogens) would survive if introduced into nail polish, therefore single use nail polish is not necessary. Again, it would be important to ensure clients are screened and these perform hand hygiene prior to any services in order to reduce the potential for pathogens to be introduced into the polish.