

COVID-19 Public Health Guidance – Step 3: Personal Care Services (Personal Service Settings)

This guidance is intended to support owners and operators with continuing to safely operate personal service settings (PSS) in Step 3 of Ontario's [Roadmap to Reopen](#). The province of Ontario will enter Step 3 at 12:01 a.m. on Friday, July 16, 2021. At that time, personal care services will be expanded and those services that require the removal of a mask or face covering may be provided. Personal service settings (PSS) include hairstyling and barbering, tattooing, micropigmentation, ear and body piercing, electrolysis, nail salons, and aesthetic services.

It is the responsibility of the person in charge of a business or organization to be aware of the requirements for Step 3, as outlined in:

[O. Reg. 364/20: Rules for Areas at Step 3](#).

As always, Personal Service Settings must ensure that they comply with the requirements outlined in: [O. Reg. 136/18: Personal Service Settings](#).

Step Three Requirements for Reopening

General Rules for all Businesses / Organizations

- [Actively screen workers](#) every day before they enter the premise. This must be documented.
- Comply with occupational health and safety legislation for the protection of workers, including taking every reasonable precaution to protect workers from hazards posed by infectious disease.
- Post [passive screening signage](#) for customers and patrons. *Note: where a business/organization requires active screening, such as for personal care services, patrons must be [actively screened](#).*
- Everyone indoors must wear a mask, with limited exemptions. [Signs](#) should be posted as a reminder.
- Workers who consume food or drink must be separated from every other person by:
 - a distance of at least two metres; or
 - plexiglass or some other impermeable barrier.
 - Resources for meal and break periods at work during COVID-19 can be [found here](#).
- Workers who come within two metres of another person who is not wearing a mask must:
 - be separated from the unmasked person by a physical barrier; OR
 - wear personal protective equipment (medical/surgical mask and eye protection).
- Capacity limits for a facility must be posted in a conspicuous location, based upon the specific capacity limit identified in the regulation. If the capacity limit is not specifically stated, then the business is required to limit the number of people in/at the establishment so that a physical distance of at least two metres between each person is maintained.
- Lineups must be managed to ensure that physical distancing (two metres) is maintained between individuals in line and to ensure that anyone lining up indoors, wears a mask or face covering.

COVID-19 Safety Plans

- Every business and organization open to the public must develop and implement a [COVID-19 safety plan](#), make it available to anyone, upon request, and have it posted in a conspicuous location.
 - The safety plan must describe screening, physical distancing, masks or face coverings, cleaning and disinfecting of surfaces and objects, the wearing of personal protective equipment and preventing and controlling crowding.

Active Screening of Workers & Patrons

Persons responsible for businesses and organizations must ensure that all workers (including employees, independent contractors, managers, directors, officers, owners, partners, shareholders, volunteers, students or any other person engaged in the employer's activity at the workplace) are actively screened for symptoms of COVID-19, in accordance with the provincial screening tool, and that active screening is recorded and documented on a daily basis.

- [COVID-19 worker and employee screening \(ontario.ca\)](#)
- Peterborough Public Health [resources for active screening](#)

Personal care services must ensure that they actively screen all customers and patrons with the COVID-19 customer screening tool, or equivalent.

- [COVID-19 customer screening \(ontario.ca\)](#)

Masks, Face Coverings and Personal Protective Equipment

- Masks or face coverings are required to be worn by members of the public and workers, while indoors at personal service settings, with limited exemptions.
- The requirement to wear a face covering/mask that adequately covers the mouth, nose and chin is a joint responsibility between the individual and the person responsible for the establishment.
 - *Note: At this time, COVID-19 vaccination status does not change the requirement to wear a mask/face covering at an establishment.*
- In the event that a **worker is providing service to an individual indoors, who is not wearing a mask or face covering**, if physical distancing is not maintained and there is no physical barrier, **the worker must wear appropriate personal protective equipment (PPE)**, which includes a medical/surgical grade mask and eye protection (goggles, safety glasses or a full face shield).
 - *Note: while the regulation specifies personal protective equipment in certain indoor settings, the same requirements could be extended to workers providing service to an individual who is not masked in an outdoor environment (when there is no physical distancing or physical barrier), as a reasonable precaution under occupational health and safety legislation.*

Requirements Specific to Personal Service Settings

Personal care services relating to the hair or body, including hair salons and barbershops, manicure and pedicure salons, aesthetician services, piercing services, tanning salons, spas and tattoo studios, may open if they comply with the following conditions:

1. Persons who provide personal care services in the business must wear appropriate personal protective equipment (see above).

2. The number of members of the public permitted to be in the establishment shall be limited to the number of people who are able to maintain a physical distance of at least two metres from every other person in the business or facility.
3. The person responsible for the establishment must post a sign in a conspicuous location visible to the public that states the capacity limits under which the establishment is permitted to operate.
4. Oxygen bars must be closed.
5. Individuals must be actively screened in accordance with the advice, recommendations and instructions of the Office of the Chief Medical Officer of Health before they enter the establishment.
 - [COVID-19 customer screening \(ontario.ca\)](#)
6. No member of the public may be permitted to enter the premises except by appointment. Establishments must keep track of the name and contact information for all patrons who receive service. This information must be provided to public health, upon request.

COVID-19 Transmission

Respiratory transmission: COVID-19 is an illness that is spread mainly from person-to-person through close contact from respiratory droplets of someone with COVID-19. The respiratory droplets can travel up to two metres/six feet when we cough, sneeze or talk.

Contaminated surfaces: It is possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or eyes.

Key Risk Factors: There are five (5) key risk factors associated with the transmission of COVID-19, which inform infection prevention and control efforts.

- Close contact
- Closed spaces
- Crowded places
- Prolonged exposure
- Forceful exhalation

More Information

As information changes frequently, please visit <https://www.peterboroughpublichealth.ca/> to stay up to date. Other useful resources include:

- [Guide to Infection Prevention and Control in Personal Service Settings, 3rd edition \(publichealthontario.ca\)](#)
- [Canadian Centre for Occupational Health & Safety: COVID-19 Health and Safety Resources](#)
- [Workplace Safety & Prevention Services Guidance on Health and Safety for the Personal Care Service Sector during COVID-19 \(wsps.ca\)](#)
- [Peterborough Public Health – Resources for Workplaces](#)
- [Peterborough Public Health – COVID-19 Vaccine Guidance for Employers](#)

If you have additional questions, you may contact us at (705) 743-1000 to speak with a Public Health Inspector or e-mail: environmentalhealth@peterboroughpublichealth.ca.