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Personal Service Establishments

UTAH LEADS TOGETHER: MODERATE RISK

As the community begins the next phase of sustainable social distancing and businesses begin to re-open doors to patrons, we encourage you to continue to implement protective measures to slow the spread of COVID-19 in our community. We understand that each facility is unique and operates under differing circumstances. Therefore, the guidelines provided can be adapted to your personal situation. During this Moderate Phase, personal services facilities such as Salons, Spas, Massage Therapy and Body Art can reopen with restrictions.

FACILITY CLEANING & SANITATION

- Clean and sanitize all touched surfaces between each user.
- Appointments should be scheduled to allow enough time to disinfect all procedure surfaces between services
- Contactless payment is encouraged, however, if it is not possible, sanitize between transactions.
- Implement a regular facility-wide cleaning schedule performed at specific and frequent time intervals.
    - Chlorine (bleach) with a concentration of 100-200 ppm is recommended.

EMPLOYEE & PATRON PROTECTION

Employee and Patron PPE

- Both service provider and client must wear face covering during the service.
- Service provider must wear gloves; changing frequently as required by state and local public health law

Employee Daily Screening and Monitoring for Sickness

- Encourage employees to self-monitor for illness before coming to work each day, this includes checking their temperature and screening for symptoms of COVID-19.
    - Employees should take their temperature before taking medications such as acetaminophen, ibuprofen, or aspirin, they should take their temperature

beforehand.
- Do not allow employees to come to work if they feel sick.
    - Remind employees to report any illness to management, especially if sick with fever, cough, muscle aches and pains, sudden changes in smell or taste, sore throat, and/or shortness of breath.
    - Non-punitive leave policies are in place so employees do not feel pressured to come to work if they are sick.
- Employers should screen employees for symptoms of COVID-19: fever, cough, shortness of breath, muscle aches and pains, decreased sense of smell or taste, and/or sore throat.
- Anyone who develops symptoms while at work should be separated from other employees and customers immediately and sent home.
    - Immediately clean and disinfect areas the sick employee visited.
- If an employee is confirmed to have COVID-19, employers should inform fellow employees while maintaining confidentiality, and all fellow employees should self-monitor for symptoms of COVID-19 for 14 days.
    - Employees should not come to work if they develop any symptoms while self-monitoring and are encouraged to get tested for COVID-19.
- Employers must prohibit employees who have been asked to isolate or quarantine from coming into work until given health department clearance.

Patron Daily Screening and Monitoring for Sickness

- No walk-ins should be allowed; services should be by appointments only.
- Clients and customers should be screened by phone or in person before entering the establishment for any symptoms of illness and should be asked to reschedule if they are sick or have been ill recently
- Employers should prohibit clients and customers from entry into the facility if they have had a recent exposure to someone with symptoms or diagnosis of COVID-19.
- Management may ask customers to voluntarily provide their contact information to assist with contact tracing efforts should a COVID-19 exposure at the food establishment occur.

Employee Hygiene

- Require hand washing and/or hand sanitizing upon entry into the facility.
    - Provide convenient access to handwashing sinks with soap, water, and disposable paper towels and/or hand sanitizer.
- Thoroughly wash and scrub hands with warm water and soap for at least 20 seconds on a frequent basis.
- Employers should provide Personal Protective Equipment (PPE) such as face coverings, hair nets, gloves, overalls, etc.
    - PPE should not be shared and should be disposed of properly
- After using gloves, employees should wash their hands.
- Staff should sanitize hands between handling payments.
- Avoid touching your eyes, nose, or mouth.
- Avoid sharing food or personal items.

Employee Distancing

- Stagger workstations so employees are not facing one another and can maintain a 6-foot distance.
- Minimize face-to-face interactions as much as possible, including with customers.

Patron Distancing

- Reduce seating to allow for six (6) feet of distance between workstations.
- Maintain six (6) feet of distance between patrons in line for service.
- Schedule appointments to eliminate congestion in reception areas.
- Hand sanitizer should be available at the entrance

Signage

- Provide signage at each public entrance to inform all employees and customers that they should:
    - Avoid entering if they have a cough, fever, or feel generally unwell
    - Maintain a minimum of 6 foot distance
    - Sneeze/cough into a cloth or tissue
    - Not shake hands or engage in any unnecessary physical contact
    - Wear face coverings.

Logs

- Employer must maintain a log of the employee of the employee symptom screening performed at the beginning of each shift. That log must be available for inspection to the Local Health Department upon request.
- Service Providers must maintain appointment logs with customer contact information to assist with contact tracing if necessary

Guidance for Working With Customers

- Consider offering specific hours of operation for high-risk individuals.
- Hosts point guests to signage that includes the following information:
    - Outlines symptoms and encourages that if the patron, or someone they live with, has experienced COVID-19 symptoms, please order takeout instead.
    - Recommendation for high-risk individuals to do takeout/delivery instead of dine-in to protect the *high-risk individual's health

*High-risk individual includes those over 65, those living at senior living facilities, and those of all ages with underlying medical conditions, including chronic lung disease, asthma, heart conditions, severe obesity, chronic kidney disease, liver disease, or otherwise immunocompromised (undergoing cancer treatment, smoker, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications).

For more information on Utah Leads Together 2.0, visit: coronavirus.utah.gov/utah-leads-together/.