



Reopening Personal Services: Mitigating the Risks

Disclaimer:

This *Quick Response Report* was published on June 5, 2020. Given the rapidly changing nature of the coronavirus pandemic, some of the references included in this report may quickly become out-of-date. We further caution readers that researchers at the Newfoundland & Labrador Centre for Applied Health Research are not experts on infectious diseases and are relaying work produced by others. This report has been produced quickly and it is not exhaustive, nor have the included studies been critically appraised.

Original Inquiry

What approaches are being taken in other jurisdictions to mitigate the risks associated with reopening establishments that provide personal services? Are there any published guidelines or articles on this topic?

Summary

We found numerous examples of plans/guidance documents related to the reopening of personal services from federal and provincial jurisdictions in Canada as well as from several international jurisdictions. These are included in the first section below. In addition, we found guidance documents from three national/international health agencies (i.e., the Canadian Centre for Occupational Health and Safety, the U.S. Centres for Disease Control and Prevention and the World Health Organization). We also found two review articles, four expert commentaries/editorials, two primary studies and two relevant news articles. We did not find any systematic reviews at this time.

What are “Personal Service Establishments”?

For the purposes of this report, we have followed the lead of the Government of Newfoundland and Labrador which considers personal service establishments to include “spas, esthetic services, hair salons, body piercing, tattooing and tanning salons.” (Government NL webpage “Life with COVID-19- Alert Level 3.” [LINK](#))

Government Plans and Guidance Documents (Canadian and International Jurisdictions)

In this section, we focused on documents that deal explicitly with reopening personal services and we include related reports or news articles. Where specific information about personal services was either limited or not available, we included documents about more general approaches to the mitigation of risks (e.g., in retail or other business environments).

Canadian Jurisdictions

Government of Canada/PHAC

- Government of Canada, PHAC. **Risk mitigation tool for workplaces/businesses operating during the COVID-19 pandemic.** Last modified May 30, 2020. ([LINK](#))
 - This document contains a section called “How can my workplace/business mitigate COVID-19 risks?” and lists several recommendations for businesses/employers to follow.

Alberta

Government of Alberta. **COVID-19 information: guidance for hair salons and barbershops.** Updated May 18, 2020. ([LINK](#))

- Provides guidance on COVID-19 risk mitigation including “Front End”, “Client Service”, “Workplace Cleaning”, “Booking”, and “Workers”.
- “Hair salons and barbershops should also follow the Workplace Guidance for Business Owners Updated May 16, 2020. ([LINK](#)), and must continue to comply with requirements in the Personal Services Regulations.”

British Columbia

Work Safe BC. **Personal services: Protocols for returning to operation.** 2020. ([LINK](#))

Quotes:

- Under “Protocols for personal services”, contains information on managing the workplace, client management, providing personal services, tools and equipment, enhanced cleaning and disinfecting, and additional resources.
- Related documents specific to personal services:
 - Government of British Columbia. **Orders, Notices & Guidance.** Last updated May 22, 2020. ([LINK](#))
- Related news articles:
 - KelownaNow. **WorkSafeBC releases reopening protocols for the personal service industry.** May 15, 2020. ([LINK](#))
 - Government of British Columbia. **Businesses and COVID-19 - Province of British Columbia.** Updated May 15, 2020. ([LINK](#))

Manitoba

Government of Manitoba. **Restoring services (phase one).** 2020. ([LINK](#))

- **began on May 4, 2020.**
- Hair stylists/barbers may reopen if occupancy allows 2-metre distancing except when receiving services;
- occupancy to be limited to 50% of normal or one person per 10 square metres, whichever is lower.
- Services limited to hair washes, cuts, colouring and styling, and beard and moustache trimming No other personal services, such as ear piercing, waxing or nail services, are allowed.

Government of Manitoba. **Restoring services: Phase 2.** 2020. ([LINK](#))

- Related document on businesses in general:
 - Government of Manitoba. **Workplace guidance for business owners.** 2020. ([LINK](#))

New Brunswick

- Government of New Brunswick. **NB's recovery plan.** May 2020. ([LINK](#))
- Related documents for businesses in general:
 - Government of New Brunswick. **Guidance Document of General Public Health Measures During COVID-19 Recovery.** 2020. ([LINK](#))
 - "Worksafe. **Embracing the new normal as we safely return to work: Guidelines for New Brunswick Workplaces re-opening in a COVID-10 Environment.** May 8, 2020. ([LINK](#))
 - Government of New Brunswick. **COVID-19 Operational Plan Guide: Keeping New Brunswickers Safer Together.** 2020. ([LINK](#))
- Related news article specific to personal services:
 - CTV News. **Hair salons can reopen, 'bubbles' can expand as N.B. moves to next phase of recovery plan.** May 22, 2020. ([LINK](#))

Ontario

Workplace Safety and Prevention Services Ontario. **Workplace Safety & Prevention Services Guidance on Health and Safety for Personal Services Settings During COVID-19.** 2020. ([LINK](#))

- Related documents for businesses in general:
 - Government of Ontario. **COVID-19 (coronavirus) and workplace health and safety.** Updated May 19, 2020. ([LINK](#))
 - Workplace Safety and Prevention Services Ontario. **These new tools can help you re-open for business.** May 15, 2020. ([LINK](#))
 - [Post Pandemic Business Resumption Checklist](#)
 - Government of Ontario. **Resources to prevent COVID-19 in the workplace.** 2020. ([LINK](#))

Prince Edward Island

Government of Prince Edward Island. **Personal Services Guidance.** May 25, 2020. ([LINK](#))

- Personal services establishments are opening during Phase 3, with a tentative start date of June
- Related document for businesses in general:
 - Government of PEI. **COVID-19 Operational Plan Template.** May 31, 2020. ([LINK](#))

International Jurisdictions

U.S.A.

Department of Labor, Occupational Safety and Health Administration (OSHA)

- U.S. Department of Labor, OSHA. **Guidance on Preparing Workplaces for COVID-19.** 2020. ([LINK](#))

- “The Occupational Safety and Health Administration (OSHA) developed this COVID-19 planning guidance based on traditional infection prevention and industrial hygiene practices. It focuses on the need for employers to implement engineering, administrative, and work practice controls and personal protective equipment (PPE), as well as considerations for doing so.”

Australia

Government of Australia. **Roadmap to COVIDSafe Australia: Three step pathway for easing restrictions.** May 8, 2020. ([LINK](#))

- “States and Territories will move at different times based on local conditions”
- “National Cabinet will review step progress every three weeks”
- In Step 2, “most business reopen with physical distancing & hygiene”
- The following related documents are specific to personal services in various Australian States/Territories
 - ACT Government. **Restrictions and advice.** Last updated May 29, 2020. ([LINK](#))
 - NSW Government. **What you can and can't do under the rules.** Last updated May 29, 2020. ([LINK](#))
 - Government of South Australia. **Business restrictions and closures.** Last updated May 28, 2020. ([LINK](#))
 - Northern Territory Government. **Guidelines for personal services business.** Last updated May 22, 2020. ([LINK](#))
 - Personal services business must complete COVID-19 safety plan checklist before reopening and use social distancing markings on the floor, must provide hand sanitiser to customers or access to handwashing and must “limit the time a customer remains at the business to 2 hours per visit.”
 - Queensland Government. **Non-essential Business, Activity and Undertaking Closure Direction (No.10).** From May 16, 2020. ([LINK](#))
 - Victoria Government. **Coronavirus (COVID-19) - new restrictions and closures.** March 26, 2020. ([LINK](#))
 - Hairdressers, barber shops and hair salons can operate using 4 square metre square rule and “all other personal care services where there is close contact for a prolonged period must cease.”
 - Western Australian Government. **COVID-19 coronavirus: WA Roadmap.** Last updated May 29, 2020. ([LINK](#))
- Related news articles:
 - NEWS. **NSW records one new case of COVID-19, as beauty salons allowed to reopen.** May 24, 2020. ([LINK](#))
 - Whimn body + soul. **When will beauty & nail salons reopen? We've got the state-by-state play.** May 11, 2020. ([LINK](#))

Ireland

Government of Ireland. **Roadmap for Reopening Society & Business.** 2020. ([LINK](#))

- #5. Retail, Personal Services and Commercial Activities
- Related news articles:

- Irish Times. **Hair salons could safely reopen at end of June, industry body says.** May 25, 2020. ([LINK](#))
 - “Face coverings for staff and clients will be mandatory, along with extra hand-washing, while customers would be seen by appointment only.
- RTE. **Hairdressers will outline recommendations for 'safe' early reopening.** May 25, 2020. ([LINK](#))

New Zealand

Worksafe New Zealand. **COVID-19 Alert Level 2: Public Health Requirements – What you need to know.** Last updated May 29, 2020. ([LINK](#))

- Related documents for businesses in general:
 - New Zealand Government. **Alert Level 2 changes confirmed for Friday 29 May.** May 28, 2020. ([LINK](#))
 - Employment New Zealand. **Coronavirus (COVID-19) and the workplace Guidance for employees, employers and businesses.** Revised May 28, 2020. ([LINK](#))
 - New Zealand Government, Ministry of Business, Innovation and Employment. **Workplace operations at Alert Level 2.** 2020. ([LINK](#))
- Related news article:
 - New Zealand Herald. **Covid 19 coronavirus: New Zealand in alert level 2 - hairdressers, barbers, malls, cafes reopen.** May 14, 2020. ([LINK](#))

United Kingdom

Note: It appears that many personal services remain closed in England, Scotland and Wales so specific guidance on reopening measures for this sector was not available at this time.

- Related news article specific to personal services:
 - Inews. **When will hairdressers reopen? Date salons could open under UK plans to end coronavirus lockdown.** May 29, 2020. ([LINK](#))
 - “Foreign secretary, Mr Raab, confirmed hairdressers, pubs and restaurants would have to wait until phase three, which would be from 4 July at the "very earliest", to be reconsidered for reopening.”

National and International Health Agencies: Guidance

We did not locate any guidance aimed specifically towards personal service establishments; instead, this section contains general guidance for the reopening of workplaces. The included agencies are listed in alphabetical order and within each agency’s section, guidance documents are listed in chronological order.

Canadian Centre for Occupational Health and Safety (CCOHS)

- CCOHS. **Workplace: Tips for both employers and workers.** Last updated June 1, 2020. ([LINK](#))
- CCOHS. **Coronavirus (COVID-19) Tips: Reopening for Business.** May 19, 2020. ([LINK](#))

Centers for Disease Control and Prevention (CDC)

- CDC. **Workplace decision tool**. Page last reviewed: May 15, 2020. ([LINK](#))
- “CDC. **Reopening guidance for cleaning and disinfecting public spaces, workplaces, businesses, schools, and homes**. Last reviewed May 7, 2020 ([LINK](#))
- CDC. **Coronavirus Disease 2019 (COVID-19) - Interim Guidance for Businesses and Employers**. Last revised May 6, 2020. ([LINK](#))
 - Includes: “Updated strategies and recommendations for employers responding to COVID-19, including those seeking to resume normal or phased business operations” and “A table outlining the engineering controls, administrative controls, and personal protective equipment (PPE) that employers may use to help prevent the spread of COVID-19 in the workplace”
- CDC. **Disinfecting your facility: How to clean and disinfect**. Last reviewed April 14, 2020. ([LINK](#))
- CDC. **Prepare your Small Business and Employees for the Effects of COVID-19**. April 4, 2020. ([LINK](#))
 - Includes “Top 10 Tips to Protect Employees’ Health”.

World Health Organization (WHO)

- WHO. **Considerations for public health and social measures in the workplace in the context of COVID-19**. May 10, 2020. ([LINK](#))
- WHO. **Getting your workplace ready for COVID-19**. March 19, 2020. ([LINK](#))
 - “This document gives advice on: simple ways to prevent the spread of COVID-19 in your workplace, how to manage COVID-19 risks when organizing meetings and events, things to consider when you and your employees travel, and getting your workplace ready in case COVID-19 arrives in your community.”

Systematic Reviews

None found at this time.

Other Review Articles

Rueda-Garrido, J. et al. **Return to Work Guidelines for the COVID-19 Pandemic**. Occupational Medicine. June 1, 2020. ([LINK](#))

Ramesh. N. et al. **Tackling Corona Virus disease 2019 (COVID 19) in workplaces**. Indian J Occup Environ Med. March 18, 2020. ([LINK](#))

Expert Opinion

Yan, C. et al. **The Strategy for Return to Work after the COVID-19 Pandemic on Small and Medium-sized Enterprises**. Journal of Occupational and Environmental Medicine. May 26, 2020. ([LINK](#))

Lewandowski, P. **Occupational Exposure to Contagion and the Spread of Covid-19 in Europe**. IZA Discussion Paper No. 13227. May 15, 2020 ([LINK](#))

- “Health professionals are the most exposed occupations, followed by workers in sales and **personal and protective services.**”

Dalton, C. et al. **Pre-emptive low cost social distancing and enhanced hygiene implemented before local COVID-19 transmission could decrease the number and severity of cases.** March 5, 2020.

([LINK](#))

- See “Box 1. Workplace Interventions” for low cost hygiene and social distancing interventions in the workplace.

Primary Research

Lan et al. **Work-related COVID-19 transmission in six Asian countries/areas: A follow-up study.** PLoS ONE. May 19, 2020 ([LINK](#))

- “The five occupation groups with the most cases were healthcare workers (HCWs) (22%), drivers and transport workers (18%), **services and sales workers** (18%), cleaning and domestic workers (9%) and public safety workers (7%).

Wong et al. **Workplace safety and coronavirus disease (COVID-19) pandemic: survey of employees.** Bulletin World Health Organization. March 20, 2020. ([LINK](#))

News Articles

- Maclean’s. Coronavirus in Canada. **Reopening plans province-by-province.** May 28, 2020. ([LINK](#))
- CNN. **German hairdressers reopen after six weeks -- but in Berlin, you need to fill out a questionnaire to get a cut.** May 4, 2020. ([LINK](#))
 - Summary of measures being taken at hair salons: cuts are by appointment only, customers must fill out a form with personal information, customers and hairdressers wear masks, and salons are operating at a limited capacity (leaving every other chair empty). Hairdressers are required to only cut dry hair and disinfect surfaces regularly. Violating safety measures puts hairdressers at risk of a fine.

Methodology

Newfoundland and Labrador Centre for Applied Health Research (NLCAHR) COVID-19 Quick Response reports are initiated by, and shared with, our partners in the provincial health system, including the four Regional Health Authorities, the Departments of Health and Community Services and Children, Seniors and Social Development, and public health officials.

NLCAHR staff work with topic submitters to clarify the research question. We then search for related systematic reviews, meta-analyses, other reviews, interim and other guidance statements, primary research, expert opinion and health and science reporting.

We use several search strategies, with a focus on the following databases:

- [CADTH](#)
- [Canadian Pharmacists Association](#)

- [Campbell Collaboration](#)
- [Cochrane Collaboration](#)
- [Centre for Disease Control](#) (CDC)
- [Centre for Evidence Based Medicine](#) (CEBM)
- [Evidence for Policy and Practice Information and Co-ordinating Centre](#)
- [European Centre for Disease Prevention and Control](#)
- [Health Canada](#)
- [Joanna Briggs Institute](#)
- [Johns Hopkins](#)
- [MedRxiv](#)
- [National Institutes of Health](#) (NIH)
- [National Institute of Allergy and Infectious Diseases](#) (NIAID)
- [National Library of Medicine](#)
- [Public Health Agency of Canada](#)
- [Trip Database](#)
- [World Health Organization](#)

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