



Nails and Aesthetic Services

COVID-19 Prevention Checklist

July 28, 2020

When providing manicures, pedicures or aesthetic services, staff and clients can be in close contact. The virus can spread from respiratory droplets and shared surfaces of a person with COVID-19. This is a summary checklist of required measures to reduce the spread of COVID-19. Please review the [Ottawa Public Health COVID-19 Guidelines for Personal Service Settings](#) for more information on how to keep your employees and clients safe. Please note the requirements under the [Ontario Personal Service Settings Regulation 136/18](#) still apply.

A. Staff Health & Screening

- Staff are advised to report illness to their supervisor/manager and to stay home if sick. Staff are [screened](#) before starting each shift.
- Staff are advised to go home right away and [self-isolate](#) if they become ill during a shift. Staff are advised to call their Health Care Provider or visit our main [Novel Coronavirus COVID-19 webpage](#) for the latest guidance on next steps.
- Testing is available for all Ottawa residents that suspect they have Covid-19, visit a [Covid-19 Assessment Centre or Care Clinic](#) for testing.
- Staff are trained on the proper use of personal protective equipment (PPE), including [putting on](#) and [taking off](#) gloves, masks/face coverings, face shield/goggles, and gown if worn.
- Staff must use a mask/face covering at all times while providing services and when in publicly accessible areas within the premise as per the [Temporary Mandatory Mask By-Law no. 2020-186](#). [Learn more on masks and face coverings](#).
- [Masks should be used properly](#) and cleaned or discarded appropriately. Masks should be changed when they become damp or soiled.
- Eye protection (face shield/goggles) should be worn by staff as needed.
- Personal Protective Equipment (PPE) such as gloves, masks/face covering, and eye protection (face shield/goggles) are available on-site for all staff at all times.
- Operators are required to provide and ensure there is adequate PPE for staff.
- Re-usable face shields/goggles are assigned to one staff and cleaned and disinfected between use.
- Staff are trained on proper [hand hygiene and respiratory etiquette](#)
- Staff launder their clothing after each shift or wear a protective cover/gown over clothing and discard or launder after each shift.
- Wearing a mask does not replace other protective measures including physical distancing, hand washing, not touching your eyes, nose or mouth with unwashed hands and self-monitoring for COVID-19 symptoms and staying home if you are sick. Mask use should be combined with these other protective measures.

B. Signage at the Premises

- Signage for [COVID-19 Health Assessment](#) and the number of clients permitted at one time is posted at the entrance of the premises.
- Clients with [COVID-19 Symptoms](#) and/or who have been in contact with someone with COVID- 19 are not permitted to enter the premises.
- Signage for [hand hygiene and respiratory etiquette](#) is posted at the entrance and throughout the premises.
- Floor stickers and [physical distancing signage](#) are available in high visibility areas to remind clients to keep two metres/six feet apart from others at all times.
- [Mask required poster](#) for posting at all public entrances.

C. Number of People in the Premises

- The number of staff and clients is restricted to ensure ease of movement and to maintain two metres/six feet between people.
- Flexible work schedules and staggered lunch and break times are implemented to limit the number of people in the premises at one time.

D. Scheduling Appointments

- Clients are advised that they must use a mask/face covering for the duration of their appointments.
- For clients who cannot tolerate or are otherwise exempt from a mask/face covering, or its removal is necessary to receive service, the appointment will be made at the end of the day when there are no other clients on-site.
- Clients are [screened](#) for symptoms of COVID-19 by staff when booking appointments.
- Clients are not permitted to bring guests, including children, unless they also have an appointment.
- Client appointments are scheduled by phone or online. Walk-in clients are asked to call from outside the premises to make an appointment.
- Waiting areas are not recommended. Clients should be instructed to wait outside of the premises until their scheduled appointment.
- Records of staff and client contact information (e.g. full name, telephone/email), including date and time at premises, are maintained on-site for contact tracing purposes, should the need arise.
- Ensure there is enough time between appointments to provide thorough cleaning and disinfection of equipment and workstations between clients.

E. Workstations

- Workstations and equipment in use are two metres/six feet apart or equipped with barriers/dividers that are adequate in height to ensure the protection between clients and staff.

- Alcohol based hand rub (ABHR) with a minimum of 70% alcohol concentration is available at each workstation, and staff and clients are encouraged to use it frequently.
- Magazines, brochures, decors and other unnecessary items are removed.
- Workstations have their own products and tools and are not shared between staff.

F. Providing Services

- A mask/face covering must be used by staff and clients at all times, even when physical distancing and barriers/dividers are used.
- In the event a client is unable to tolerate or is otherwise exempt from wearing a mask/face covering, or its removal is necessary to receive service, the service provider should wear a surgical/procedural mask and eye protection (face shield/goggles) for the duration of the service
- All services that tend to a customer's face are permitted (e.g., facials, ear piercing, eyebrow grooming and eyelash extensions).
- Patrons must wear a mask/face covering except while receiving services on an area of their face that would otherwise be covered by a mask/face covering
- Premises has disposable masks available to provide to clients when needed.
- Face-to-face contact with clients is limited as much as possible. A two metre/six-foot distance or use of a barrier/divider is used, if possible.
- Gloves are changed and discarded immediately, and hands are cleaned when a task is changed (e.g. from manicures to aesthetic services) after every client, or more often as necessary.
- Where possible single-use items are used and discarded immediately after each client.
- Items that are not necessary for the delivery of the service are not provided.
- Food/beverages should not be supplied to clients at this time, unless in extraordinary circumstances (e.g. tattooing on a client who feels faint). Clients should not bring outside food or beverages into the PSS unless required for a medical condition
- Credit/debit/e-transfers with no signature transactions are preferred. Barriers/dividers are used when the two metres/six-foot distance cannot be maintained. ABHR is used before and after each cash transaction.
- Oxygen bars, bath houses, steam rooms and saunas are not yet permitted to open

G. Manicures and Pedicures

- Clients must wear a mask/face covering.
- In the event a client is unable to tolerate or is otherwise exempt from wearing a mask/face covering, or its removal is necessary to receive service, the service provider should wear a surgical/procedural mask and eye protection (face shield/goggles) for the duration of the service
- Clients are required to wash their hands or use ABHR before a manicure.
- Clients are not permitted to touch/handle retail supplies, such as nail polish when selecting colours.
- Ensure all clients and staff are wearing a mask when nail dryers are in use.

- Nail dryers are thoroughly cleaned and disinfected between each client, ensuring appropriate contact time of the disinfectant.

H. Aesthetics

- Clients must wear a mask/face covering for the duration of all aesthetic services.
- In the event a client is unable to tolerate or is otherwise exempt from wearing a mask/face covering, or its removal is necessary to receive service, the service provider should wear a surgical/procedural mask and eye protection (face shield/goggles) for the duration of the service
- Regulated health professionals who provide cosmetic injectables must also comply with the Ontario COVID-19 Operational Requirements: Health Sector Restart, [Directive #2](#)

I. Environmental Cleaning and Disinfection

- Work surfaces and equipment are thoroughly cleaned with soap and water before disinfection.
- Surface and equipment disinfectants are used after cleaning, and according to the manufacturer's instructions.
- Cleaning/disinfection wipes are only used for surfaces and used according to the manufacturer's instructions.
- Barriers and dividers must be protective and stable enough to be easily cleaned and disinfected.
- Disposable covers must be discarded immediately after use. Chairs, head, armrests, squeeze bottles, must be cleaned and disinfected between clients.
- Frequent and thorough daily environmental cleaning and disinfection is maintained. This includes high touch surfaces such as phones, computers, pens, cash register, credit card machine and door handles.
- Washroom surfaces are cleaned and disinfected twice daily or as often as necessary.

More information

Operators who need support finding personal protective equipment can contact the provincial government for further information at <https://covid-19.ontario.ca/how-your-organization-can-help-fight-coronavirus> or 1-888-777-0554.

For more information, visit our website at [Novel Coronavirus COVID-19](#) or call us at 613-580-6744.