

19 JUNE RE-OPENING GUIDANCE FOR THE PERSONAL CARE SERVICES SECTOR

Eventbrite Questions

The information in this document does not replace the current prevailing Emergency Orders or any information about public health, labour relations, employment standards or occupational health and safety published by the Government of Ontario, or by the Government of Canada. The information in this document should be used in addition to those guidelines, orders, and restrictions.

Please also note that this document is not designed to provide tactical and/or legal advice on practices businesses should follow; and contains suggestions available at time of writing on how to manage business continuity during the COVID-19 pandemic. **We have included the webpage source for each answer, as the webpages will be the best source for the most up-to-date information.** The City of Toronto is not responsible for any misinterpretation or misuse of this information.

Eventbrite Questions	Responses
What are the rule around blow drying?	Blow drying is permitted, but be careful about it. Limit blow drying as much as possible – if you can avoid it, avoid it. If you need to blow dry then everyone in the room has to be wearing a mask, aim the air stream away from people, and limit the amount of blow drying time as much as possible.
Is it OK to use the wipes that work in 2 minutes rather than the solution that needs 10 minutes?	Follow the manufacturer's instructions for disinfectant wipes, and ensure that the wipe is not dried out. 10 minutes of contact time is very long; bleach solutions normally require 2 minutes. Follow guidance given in Public Health Ontario's Best Practices for Environmental Cleaning for Prevention and Control of Infections in All Health Care Settings , section 1.3.2.3.
Do you have to change your gloves if you use a thicker, reusable glove? We do nails, and the gloves can be washed with soap and water and sprayed down with disinfectant.	You need to use disposable gloves, and change gloves when changing tasks or clients. Additionally, gloves are not a substitute for proper hand hygiene. Reusable gloves can be thoroughly cleaned, disinfected, and re-used – but only for the cleaning and disinfection of surfaces, not for client use.
Are we able to test our water?	This should be done by a professional service, but may not be necessary. Please follow the guidance released by the Canadian Water and Wastewater Association .
Are the barriers mandatory or recommended in salon/barbershops?	Mandatory if stations/chairs/people are less than 2 metres apart; not mandatory if stations/chairs/people are more than 2 metres apart.
Are gloves mandatory for barbers?	No. Proper hand hygiene is, though.
What health controls are introduced for home-based salons that are currently operating or opened up in GTA and Toronto?	Home-based salons have the same restrictions as commercial properties. You need to follow all distancing, engineering, administrative, hygiene, and PPE requirements. Home based need to be licensed (PSS Licence), contact Zoning first and then Municipal Licensing and Standards
Would you recommend the UV light wands as a dependent, additional source of disinfecting in between appointments?	Cleaning and disinfection with an approved disinfectant (not UV light) is a requirement. UV light wands are not necessary if you already have robust cleaning and disinfection procedures in place. If you have hard-to-sanitize equipment or areas then a light wand may be useful. If you wanted to use the UV light wand after proper cleaning and disinfection that would be fine.
Are salons allowed in malls or only in buildings with sidewalk access?	Salons in malls are permitted in stage 2. Check Reopening Ontario: what's in each stage (Personal care services) for the latest information. Yes they are allowed to open in malls.
Is it OK to use UV-C light to disinfect?	Yes, but after chemical methods of cleaning and disinfection rather than instead of it.
Can we use Lysol spray on fabric chairs?	Only if the manufacturer states that the spray can be used for that purpose. It's better to either use hard plastic chairs or use a disposable cover on the fabric, though.

<p>We are in an office that has shared ventilation and AC that the landlord controls; what do you recommend to reduce risk? We have bought hospital and military grade air purifiers as well as smoke evacuators for laser devices.</p>	<p>Shared ventilation is not considered to be a hazard, but please check with your landlord that the filters are installed properly and replaced at the correct intervals. You can also follow up with Ministry of Labour on ventilation questions.</p>
<p>When do we need to use N95s or such / gowns / face shields?</p>	<p>A medical/surgical grade mask (not N95) is required if you have to serve a client who is not wearing a mask. You should only do this at the end of the day when fewer people are around and the space can be cleaned and sanitized afterwards. Non-medical masks or face coverings are required the rest of the time. You do not require a gown unless you are performing a service that will have a lot of contamination (blood/body fluid).</p>
<p>What forehead temperature reading should be reason to ask a client to leave?</p>	<p>A temperature of 37.8 °C or higher is considered a fever and therefore a symptom of COVID-19. Follow the manufacturer's instructions to use and calibrate your thermometer correctly; forehead temperature is normally a few degrees cooler than oral temperature. You are not required to take temperatures.</p>
<p>Regarding aerosols; many lasers use cool air or cryogen or other similar potential aerosol-causing mechanisms; what do you recommend on this?</p>	<p>Aerosol-generating procedures are considered high risk. You need to use air extraction and workers need to use full PPE, including medical/surgical masks.</p>
<p>Are there any recommendations on ablative or invasive procedures like micro needling or such on the body?</p>	<p>No additional recommendations. Remember micro needling cannot be done on the face. If the service is aerosol-generating, ablative, and invasive procedures are considered high risk. You need to use air extraction and workers need to use full PPE, including medical/surgical masks.</p>
<p>Will facials be included in phase 3?</p>	<p>We don't know. Check Reopening Ontario: what's in each stage (Personal care services) for the latest information.</p>
<p>If a nail salon puts mobile barrier between two tables, can they accept more clients? Do they still need to keep 2 metres apart?</p>	<p>If there is a high, cleanable/disinfectable physical barrier between people then they can be closer than 2 metres. However, remember the premises still has to allow for a good flow and ease of movement within the premises and clients & service providers must wear mask, even with the barrier.</p>
<p>Do you think these measures will be similar for service industry businesses such as gyms?</p>	<p>We don't know. Check Reopening Ontario: what's in each stage (Personal care services) for the latest information.</p>
<p>Can we offer eyebrow waxing if the esthetician wears a mask and face shield?</p>	<p>No. Services that tend to a client's face are restricted in stage 2. Check Reopening Ontario: what's in each stage (Personal care services) for the latest information.</p>
<p>Will we be able to re-watch or download this in case we miss anything?</p>	<p>Yes. The webinar recording will be sent to you by e-mail and also posted on the City of Toronto's COVID-19: Business and Sector Resources website.</p>
<p>What if a staff member refuses to wear a mask?</p>	<p>A staff member without a mask needs to either stay behind a physical barrier for their whole shift, or stay 2 metres away from other people</p>
<p>Can you elaborate on water safety? What is required?</p>	<p>Please follow the guidance released by the Canadian Water and Wastewater Association.</p>
<p>Can staff wear cloth masks, or do they have to use disposable masks?</p>	<p>Cloth masks are fine, so long as they are laundered after every shift and changed if dirty or become wet.</p>
<p>Many shops are walk-in and are not set up for appointments. Can they open?</p>	<p>Yes, with appropriate controls for preventing waiting people from congregating inside. Review the COVID-19 general guide for more information.</p>
<p>Most barber shops don't have laundry facilities. How can we manage washing and disinfection of textiles?</p>	<p>You can use a third-party laundry service, or have staff launder their own textiles. All textiles should be laundered between clients. Laundry containers should also be cleaned/disinfected between uses.</p>
<p>Are we able to access written instructions somewhere online?</p>	<p>The most up-to-date information from Toronto Public Health is posted on the City of Toronto's website at COVID-19: Community and Workplace Settings.</p>

What about use of washroom facilities for clients? Should we stop allowing clients to use them?	Clients are allowed to use washrooms. Make sure that you can control distancing and clean/disinfect the washroom at least twice daily or more frequently when necessary
Do you know where plexiglass dividers can be purchased?	The Government of Ontario's Ontario Together initiative maintains a Workplace PPE Supplier Directory . This directory includes suppliers of sneeze guards and other dividers.
There is a problem with hand sanitizer supplies at the moment. Again any ideas as to where we may obtain a supply?	The Government of Ontario's Ontario Together initiative maintains a Workplace PPE Supplier Directory . This directory includes suppliers of hand sanitizer.
Are there any mandatory PPE specifically for tattoo shops?	Tattoo shops have the same PPE requirements as other personal care services. Nonmedical masks are required and face shield, gowns, gloves, etc. are recommended.
There is grant for business owners to prepare PPE in Alberta, is there any grant like that in Ontario?	Not that we know of.
If nail technicians wear eye-protectors, masks, gloves, and barriers at the same time, how often should they change the mask?	A mask can be used for an entire shift, but must be changed if it gets dirty, torn/damaged, or wet.
What advice can you give to address staff or clients that have allergies, who cough sneeze?	Coughing is a symptom of COVID-19, so staff with a cough should stay home and clients with a cough should be refused service. You can't tell the difference between allergies and an infection. Also place the "cover your cough" posters in the premises to remind everyone one respiratory etiquette.
How can we offer facials and eyebrow services in stage 2?	You can't. Services that tend to a client's face are restricted in stage 2. Check Reopening Ontario: what's in each stage (Personal care services) for the latest information.
How can you make a requirement regarding face mask when there is no scientific evidence or peer-reviewed studies indicating that it prevents COVID-19, and that it actually causes an increase in harm by breathing damp reused air you exhaled and collects germs in a concentrated area around your face?	Wearing a nonmedical mask isn't supposed to protect you from COVID-19, it's supposed to protect other people from you. Nonmedical masks will capture some exhaled droplets and prevent them from being breathed in or settling on surfaces. While there is little high-quality direct evidence, most experts agree that there is a net beneficial effect: https://www.acpjournals.org/doi/10.7326/M20-2567
What PPE is mandatory for hair stylists? Mask, face shield or both, or mask and goggles?	A nonmedical mask or face covering. Everything else optional but recommended.
What is the main website to go on for signage and protocols for Toronto salons?	The most up-to-date information from Toronto Public Health, including signage, is posted on the City of Toronto's website at COVID-19: Community and Workplace Settings .
When shampooing a client, does the stylist have to wear a face shield?	No. It's recommended though. The stylist must wear a non-medical mask.
As a barbershop, will we be able to do beard services, such as beard shaving, beard trimmings?	No. Services that tend to a client's face are restricted in stage 2. Check Reopening Ontario: what's in each stage (Personal care services) for the latest information.
One of my employees has indicated that she cannot wear a mask. Can you please advise if there are any exceptions or modifications that can be made if a 2 metre distance cannot be maintained and an employee is unable to wear a mask?	There are no exceptions. This person has to either stay behind a physical barrier for their whole shift, or stay 2 metres away from other people.
Can we charge clients for a mask if they do not bring their own?	Yes. However, given that you can refuse entry to clients not wearing a mask, this amounts to charging a client to enter your premises.
If we wear a face shield, do we also need to wear a mask?	Yes. Masks are required; face shields are optional but recommended.
The health inspector did not come for the annual visit. Should we call, or wait?	Currently the program is not conducting routine inspections. Only complaint investigation/inspections. If your inspection is overdue then please call to check that you are on the list. Understandably, there is a backlog.

Should we be wearing long-sleeved smocks and change to another smock between clients?	This is optional, but will offer staff more protection.
Do we have to have barriers if the stations are 2 metres apart?	No. Barriers are still recommended though.
If we are keeping client info in our computer system is that enough for contact tracing?	If you have a client's name and contact details than that is enough. This information must be available for the inspector during an onsite visit. If you can't access it while onsite, then no.
If you are promoting fresh airflow and not AC because of worry about spread of the virus, how are you allowing blow drying?	While we are promoting fresh air, we aren't restricting AC. Blow drying should be done only when necessary, and if everyone in the room is wearing a mask.
Are facials, LED light facials, or microcurrent facials part of the stage 2 opening? If not, do you expect facials to be allowed at all during the pandemic?	No. Services that tend to a client's face are restricted in stage 2. Check Reopening Ontario: what's in each stage (Personal care services) for the latest information. We don't know what will be allowed in stage 3.
I do have facial services, but I also have someone doing RMT massage which has different rules. Which rules do I use?	Services that tend to a client's face are restricted in stage 2. Check Reopening Ontario: what's in each stage (Personal care services) for the latest information. Follow CMTO advice for RMT services and Toronto Public Health advice for everything else. Regulated health professionals are under Directive #2 and the Requirements to Operate under this Directive. If there is a conflict, follow whichever advice is stricter.
I sell handmade products. Can I open an upstairs retail operation? Can I offer testers? Should I restrict it to curbside pick-up only or one walk-in at a time?	You may open an upstairs retail operation if you can maintain distance between clients/customers. You may not offer testers. You can do walk-in, curbside pick-up, or both, so long as you follow the rules around distancing, barriers, hygiene, and PPE for retail operations and personal service settings.
When the esthetic services are allowed, can we use normal pillows or do they have to be vinyl?	Pillows have to be pillows/cases that can be laundered between clients. . You can use regular pillows if they are laundered between clients, use vinyl pillows if they are sanitized between clients, or use a disposable/sanitizable barrier between the client and the pillow.