

EMERGENCY ALERTS

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Safety Standards and Checklist: Close Contact Personal Services

This is a preview of the mandatory safety standards, recommended best practices and a checklist for close contact personal services. Permitted to open: Phase II, Step 2, Date TBD.

These workplace safety standards for Close Contact Personal Services, as defined below, are posted in advance of the Governor's initiation of Phase 2 to allow Close Contact Personal Services time to prepare to operate in compliance with these mandatory health and safety standards. Businesses that provide Close Contact Personal Services may not provide any services until specifically authorized to do so in Phase 2 of the Commonwealth's Workplace Re-Opening Plan. Barber Shops and Hair Salons, which have been authorized to open in Phase 1 of the Re-Opening Plan, will become subject to these workplace safety standards once Close Contact Personal Services are authorized to provide services.

The Governor will initiate Phase 2 of the Re-Opening Plan by formal Executive Order and only following a careful review of public health data. Close Contact Personal Services are designated as "Step 2" in Phase 2 of the Re-Opening Plan. This means that Close Contact Personal Services will have a delayed start in Phase 2.

Close Contact Personal Services are defined as any personal service typically delivered through close physical contact with the customer, including but not limited to:

a. **hair removal services**; including laser services, depilatory salons, waxing services, threading, and electrolysis services

b. **massage, body treatments, eastern treatment, energy therapies and other body work therapies**;

c. **skin care services**; including peels, facials, serums, Botox and filler

d. **nail care services**; including nail salons

e. **other hair services**; including hair replacement services, scalp treating services

f. **makeup salons**;

g. **makeup application services**;

h. **personal trainers**; provided that in Phase 2 any indoor personal training service is limited to appointment-only training with only one customer (or two from the same household) allowed in the facility at a time;

i. **tanning salons**; including other businesses

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Quick Reference Documents

Download the Close Contact Personal Services Protocol Summary (PDF)

(<https://web.archive.org/web/20200607155319/https://www.mass.gov/doc/close-contact-personal-services-protocol-summary/download>)

Download the Close Contact Personal Services Checklist (PDF)

(<https://web.archive.org/web/20200607155319/https://www.mass.gov/doc/close-contact-personal-services-checklist-0/download>)

Social Distancing

Arrange workstations so work areas are spaced out at least 6 feet apart

Install visual markers to encourage customers to remain at least 6 feet apart

Stagger lunch and break times for workers, regulate the maximum number of people in one place, and ensure at least 6 feet of physical distancing

Close or reconfigure worker common spaces and high-density areas of facilities where workers are likely to congregate (e.g., break rooms, eating areas) to allow 6 feet of physical distancing

Require face coverings for all customers and workers, except where an individual is unable to wear a face covering due to a medical condition or disability

Require workers to wear gloves, gowns or smocks, and prescription glasses, safety glasses or goggles

Install physical partitions between workstations where feasible; partitions should be no less than 6 feet high

No guests should accompany the customer during the personal service except for persons serving as caretakers or guardians. Guests should observe all other requirements of customers, including wearing a face covering and maintaining 6 feet of separation from other persons present

Recommended best practices

Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)

Contactless payment methods are encouraged

Encourage curbside pickup or delivery of any retail items purchased by customers not already on the premises for a service appointment, and follow the Retail Business guidance for customers seeking retail purchases instead of or in addition to personal services

Hygiene Protocols

Ensure access to handwashing facilities on site, including soap and running water, and allow enough break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative

Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes, disinfectant)

Require glove changes and handwashing before and after each customer

Do not permit sharing of tools and supplies between workers (e.g., clippers, spacers, brushes, needles, etc.). All tools must be cleaned between each customer

Workers should change into a clean smock or gown between each customer. Consider using disposable capes and smocks. Reusable capes, towels, gowns should be laundered between each use

Post visible signage throughout the site to remind workers and customers of hygiene and safety protocols

Staffing and Operations

Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:

- Social distancing, hand-washing, proper use of face coverings
- Self-screening at home, including temperature or symptom checks
- Reinforcing that staff should not come to work if sick
- When to seek medical attention if symptoms become severe
- Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus

Adjust workplace hours and shifts (working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion

Require customers to make an appointment in advance to receive service

Close waiting areas and ask customers to wait outside or in cars until it is time for their appointment

Maintain a log of workers and customers to support potential contact tracing (name, date, time, contact information)

Remove non-essential amenities (e.g., magazines, customer-facing water or coffee, coat rooms, etc.)

Workers may not appear for work if feeling ill

If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and work with them to trace likely contacts in the workplace and advise workers to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH

Post notice to workers and customers of important health information and relevant safety measures as outlined in the Commonwealth's [Mandatory Safety Standards for Workplace](https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces) ([/web/20200607155319/https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces](https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces))

Recommended best practices

Workers who are who are at high risk from COVID-19 according to the Centers for Disease Control should be encouraged to stay home or should have work assignments shifted to reduce contact with customers and co-workers

Encourage workers to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer

Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing

Cleaning and Disinfecting

Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines

Conduct frequent cleaning and disinfection of site (at least daily, and more frequently if feasible)

Keep cleaning logs that include date, time, and scope of cleaning

Conduct frequent disinfecting of heavily transited areas and high-touch surfaces (e.g., doorknobs, handrails, headrests, armrests, etc.)

In the event of a positive case of a worker, patron or vendor shut down site and wait 24 hours before cleaning and disinfecting of the workplace in accordance with current CDC guidance

Disinfect or replace tools, implements and surfaces between customers (e.g., tables, finger bowls, chairs and headrests, spatulas, clippers, spacers, styling tools)

If tools cannot be disinfected (i.e., porous tools such as nail files, buffers, drill bits, etc.), they must be discarded after use

Disinfect chair, table, and/or workstation between customers or use disposable plastic coverings for each customer, observing contact time on label for disinfectant to work properly

Launder all linens, towel drapes and smocks in hot soapy water and dry completely regularly and between each use

Checklist

SOCIAL DISTANCING

Ensure >6ft between individuals

- ☐ Arrange workstations so work areas are spaced out at least 6 feet apart
- ☐ Install visual markers to encourage customers to remain at least 6 feet apart
- ☐ Improve ventilation for enclosed spaces where possible (e.g., open doors and windows)
- ☐ Stagger lunch and break times for workers, regulate the maximum number of people in one place, and ensure at least 6 feet of physical distancing
- ☐ Close or reconfigure worker common spaces and high-density areas of facilities where workers are likely to congregate (e.g., break rooms, eating areas) to allow 6 feet of physical distancing
- ☐ Require face coverings for all customers and workers, except where an individual is unable to wear a face covering due to a medical condition or disability
- ☐ Require workers to wear gloves, gowns or smocks, and prescription glasses, safety glasses or goggles
- ☐ Install physical partitions between workstations where feasible; partitions should be no less than 6 feet high
- ☐ Contactless payment methods are encouraged

- ☐ Encourage curbside pickup or delivery of any retail items purchased by customers not already on the premises for a service appointment, and follow the Retail Business guidance for customers seeking retail purchases instead of or in addition to personal services
- ☐ No guests should accompany the customer during the personal service except for persons serving as caretakers or guardians. Guests should observe all other requirements of customers, including wearing a face covering and maintaining 6 feet of separation from other persons present

HYGIENE PROTOCOLS

Apply robust hygiene protocols

- ☐ Ensure access to handwashing facilities on site, including soap and running water, and allow enough break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative
- ☐ Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes, disinfectant)
- ☐ Require glove changes and handwashing before and after each customer
- ☐ Do not permit sharing of tools and supplies between workers (e.g., clippers, spacers, brushes, needles, etc.). All tools must be cleaned between each customer
- ☐ Workers should change into a clean smock or gown between each customer. Consider using disposable capes and smocks. Reusable capes, towels, gowns should be laundered between each use
- ☐ Post visible signage throughout the site to remind workers and customers of hygiene and safety protocols

STAFFING & OPERATIONS

Include safety procedures in the operations

- ☐ Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
 - Social distancing, hand-washing, proper use of face coverings
 - Self-screening at home, including temperature or symptom checks
 - Reinforcing that staff should not come to work if sick
 - When to seek medical attention if symptoms become severe
 - Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus
- ☐ Adjust workplace hours and shifts (working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion
- ☐ Require customers to make an appointment in advance to receive service

- ☐ Close waiting areas and ask customers to wait outside or in cars until it is time for their appointment
- ☐ Maintain a log of workers and customers to support potential contact tracing (name, date, time, contact information)
- ☐ Remove non-essential amenities (e.g., magazines, customer-facing water or coffee, coat rooms, etc.)
- ☐ Workers may not appear for work if feeling ill
- ☐ Workers who are who are at high risk from COVID-19 according to the Centers for Disease Control should be encouraged to stay home or should have work assignments shifted to reduce contact with customers and co-workers
- ☐ Encourage workers to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- ☐ Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning / disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and work with them to trace likely contacts in the workplace and advise workers to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH
- ☐ Post notice to workers and customers of important health information and relevant safety measures as outlined in the Commonwealth's [Mandatory Safety Standards for Workplace](https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces) ([/web/20200607155319/https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces](https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces))

CLEANING & DISINFECTING

Incorporate robust hygiene protocols

- ☐ Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines
- ☐ Conduct frequent cleaning and disinfection of site (at least daily, and more frequently if feasible)
- ☐ Keep cleaning logs that include date, time, and scope of cleaning
- ☐ Conduct frequent disinfecting of heavily transited areas and high-touch surfaces (e.g., doorknobs, handrails, headrests, armrests, etc.)
- ☐ In the event of a positive case of a worker, patron or vendor shut down site and wait 24 hours before cleaning and disinfecting of the workplace in accordance with current CDC guidance
- ☐ Disinfect or replace tools, implements and surfaces between customers (e.g., tables, finger bowls, chairs and headrests, spatulas, clippers, spacers, styling tools)
- ☐ If tools cannot be disinfected (i.e., porous tools such as nail files, buffers, drill bits, etc.), they must be discarded after use
- ☐ Disinfect chair, table, and/or workstation between customers or use disposable plastic coverings for each customer, observing contact time on label for disinfectant to work properly

- Launder all linens, towel drapes and smocks in hot soapy water and dry completely regularly and between each use

Downloads and Translations

Additional resources below, including easy print versions of the sector-specific circular and checklist.

Additional Resources

Sector Specific Workplace Safety Standards For Close Contact Personal Services To Address COVID-19

(<https://web.archive.org/web/20200607155319/https://www.mass.gov/doc/sector-specific-workplace-safety-standards-for-close-contact-personal-services-i>)

(PDF 628.94 KB)

Close Contact Personal Services Protocol Summary

(<https://web.archive.org/web/20200607155319/https://www.mass.gov/doc/close-contact-personal-services-protocol-summary/download>)

(PDF 170.5 KB)

Close Contact Personal Services Checklist

(<https://web.archive.org/web/20200607155319/https://www.mass.gov/doc/close-contact-personal-services-checklist-0/download>)

(PDF 178.63 KB)

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