



## Guidelines for Personal Service Providers

### Introduction

This guidance is to support owners/operators on how to reopen personal services settings while reducing the risk of staff and clients coming into contact with COVID-19. Personal service settings (PSS) include hairstyling and barbering, tattooing, micropigmentation, ear and body piercing, electrolysis, nail salons, and aesthetic services.

COVID-19 is an illness that is spread mainly from person-to-person through close contact from respiratory droplets of someone with COVID-19. The respiratory droplets can travel up to two metres/six feet when we cough, sneeze or talk.

### Protective Measures to Keep Everyone Safe

- Stay home when you are sick.
- Keep a two metre/six feet distance from others, when possible.
- Wash your hands often and avoid touching your face with unwashed hands.
- Cough or sneeze into your elbow.
- Wear a face mask or covering when you are in an enclosed, public setting.
- Clean and disinfect frequently touched objects and surfaces.

### Employee Health Screening and Attendance

- Communicate to staff about the changes being made to protect them against COVID-19 by posting signage and updating information to the website or voice mail.
- Stagger or adjust working hours and shifts to reduce the number of staff in your business at any given time.
- Have a flexible sick policy so staff do not come to work sick.
- Remind employees about the importance of reporting illness to their supervisor/manager.
- If employees become sick with COVID-19 symptoms, while at work, they should go home right away and self-isolate. Once home, they should call their health care provider or the COVID hotline at 1-888-975-8601 from 10 am to 6 pm for further instruction.

### Prevent COVID-19 Outbreaks

- Maintain logs for customer and staff contact information, which can be used to assist public health with contact tracing if required.

For the latest COVID-19 information and GN Departments updates in all languages:

<https://www.gov.nu.ca/health> ; <https://www.gov.nu.ca>



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- These logs should contain the name and contact information for customers and staff, with a date, and check in and check out times.
- If a customer or staff are later found to have COVID-19 and might have been contagious while at the facility, public health will investigate and notify staff and customers who may have been exposed. This could include instructions for staff to self-isolate or self-monitor for COVID-19 symptoms.
- Anyone with even mild symptoms should stay home and call their health care provider for further guidance.
- Public health will advise of any additional cleaning and disinfecting measures needed to reduce the risk of spread in the setting.

### Measures to Encourage Physical Distancing

- Take a walk through the premise/workplace to identify areas needing adjustments to reduce the spread of COVID-19 based on public health requirements.
- Calculate the number of clients allowed on the premises for ease of movement while maintaining two metres/six feet of distance from others. Estimate 50% of regular capacity, or one person per 10 square metres (whichever is lower).
- Communicate to customers about the changes you have made to protect them against COVID-19, including by posting signage, updating information to your website, and modifying your outgoing voice mail message.
- Limit entrance into the facility to control staff and customers entering the premise at any given time.
- Limit customer appointments to allow adequate space to maintain physical distancing between customers and staff.
- Do not allow clients to bring guests to the appointment, including children.
- Post physical distancing signs at all entrances, cashier stations and service counters.
- Provide visible cues such as tape, stickers or safety cones every two metres/six feet for customers lining up when waiting outside.
- Place markers or circles indoors so the clients know where to stand when interacting with staff.
- Remove non-essential furniture to allow ease of movement for physical distancing.
- Install plexiglass and other barriers if required where possible, where there will be close contact between staff and clients, between workstations, and at the checkout.
- Do not have clients wait in a waiting room. Ask clients to call when they arrive and wait outside or in their car.
- Walk-in clients must call from outside the business or in their cars before they can enter.

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