



# Reopening Guidance FAQs

## Personal Services *(Updated 5-21-2020)*

Below are answers to frequently asked questions about the Oregon Health Authority's (OHA) [Phase One Reopening Guidance: Specific Guidance for Personal Service Providers](#) (personal service guidance). The personal services guidance and these FAQs apply only to those personal service providers operating in a county that has been approved for [Phase One Reopening](#).

**Q1: The personal services guidance states that providers must “wear a clean smock with each client.” What specifications are required for the smock (long sleeve, short sleeve, length, etc.)?**

A1: OHA does not require smocks meet certain specifications.

**Q2: Does the wax pot have to be cleaned out and new wax used with each client?**

A2: No. The wax does not need to be replaced between clients if only new, clean applicators are dipped into the wax. However, wax pots must be completely emptied, and the pot thoroughly cleaned prior to reopening after an extended closure.

Once cleaned after the extended closure, only clean, single-use applicators may be dipped into the wax. Once an applicator has been used, it cannot be reused even on the same client. If a used applicator is dipped into the wax, the wax pot must be emptied and thoroughly cleaned. Applicators must be disposed in an airtight trash can. The airtight trash can must have a lid and be lined with a disposable plastic bag.

**Q3: How should a personal services facility using a shared product bar (with several different providers or clients using the same products) protect against cross contamination?**

A3: Clean and disinfect all reusable tools and store in an airtight container. If the product is a squeeze bottle, the bottle should be wiped down after each use. Single-use tools can be used to protect against cross contamination.

**Q4: Does the personal services guidance apply to massage therapists and their clients?**

A4: Yes, the personal services guidance applies to non-medical massage therapy services.

**Q5: Does client screening include asking if the client has traveled/would travel outside of a 50-mile radius to attend the appointment?**

A5: Providers are not required to ask this question.

**Q6: If the client in the salon is a child, is a parent or guardian allowed to come in and wait with them?**

A6: Yes. However, the parent or guardian must stay at least six (6) feet away from the provider and other clients at all times.

**Q7: When should I ask the pre-appointment client screening questions?**

A7: The most important time to ask the screening questions is the day of or immediately prior to the appointment. You may want to consider requiring a day-of-appointment confirmation call when you could ask the screening questions.

**Q8: How often does a personal services provider need to change (or launder) their face covering?**

A8: Personal services providers are not required to change their face coverings after each service provided to a client or between clients. Cloth face coverings should be disposed of or laundered at the end of the day.

**Q9: Do the guidelines for personal services apply to a personal trainer in a gym? Would independent contractors/personal trainers also need to adhere to these personal services guidelines?**

A9: No, personal services guidance does not apply to personal trainers in a gym. For requirements for fitness-related organizations, including for personal trainers, visit <https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2352.pdf>

**Q10: If we have a linen closet specifically dedicated for sheets and towels only, do we still need to put all of that into an airtight container?**

A10: A dedicated linen closet is enough. Businesses should also consider putting the linens in a trash bag or other airtight container when transporting them from the laundry to the closet.

**Q11: Are tattoo and piercing parlors subject to the personal services provider guidance?**

A11: Yes, the personal services guidance applies to tattoo parlors and piercing parlors.

**Q12: For pedicure stations, may we put a glass or plastic separator between our pedicure stations instead of separating them six (6) feet apart?**

A12: No. Providers must ensure six feet between stations, and plastic/glass separators are not a substitute. If pedicure stations are closer than six (6) feet to one another and not movable, providers may use a limited number of stations and stagger shifts to adhere to physical distance requirements. Maintain at least six (6) feet of distance between provider and client unless providing service that requires provider to be within six (6) feet of client.

**Q13: Can we offer clients drinks?**

A13: No. The personal services guidance requires providers remove all unnecessary items such as magazines, newspapers, service menus, and any other unnecessary items such as paper products, snacks, and beverages.

**Q14: Do providers have to document and maintain records that they asked their clients screening questions?**

A14: No, the guidance only requires that you record and keep for 60 days the following: client contact information, date and time of appointment and provider for each client. If there is a positive COVID-19 case associated with the business, public health may need the business to provide this information for a contact tracing investigation. Providers may choose to keep these records longer as an individual business decision.

**Q15: If a client sees two separate stylists for two separate services, or books more than one spa service, does the client need to come on two different days?**

A15: No. To the extent possible, the rule of one provider per client should be maintained. However, if a client is seeking multiple services that are only available from different providers, it is recommended to limit the interaction to one provider per service performed. If different providers are used, they should not interact with the client at the same time.

**Q16: Some estheticians and massage therapists are afraid to come back to work as they still do not feel safe. What are my options as a business owner? Can I delay opening?**

A16: Yes, you can remain closed. Nothing in this guidance or in the personal services guidance requires providers to open or provide services. The Oregon Employment Department [provides some guidance](#) for cases in which a business owner chooses to re-open and an employee is still reluctant to return to work.

**Q17: Can a stylist have more than one client at one time?**

A17: Possibly, but it may be challenging to do so. A provider would have to wear a different smock for each client, use different equipment/tools and thoroughly wash their hands every time before moving between clients. Also, providers must keep six (6) feet between clients at all times.

**Q18: If we have a partition between the provider and the client, do we need to have a smock and a face covering?**

A18: A hard partition could take the place of a face shield but would not eliminate the need for a smock or face covering. (A provider is required to wear a face covering when providing direct client services.)

**Q19: As a nail technician, are we required to wear gloves?**

A19: No. To the extent possible, personal services providers should wear gloves (and change gloves between each client), but they are not required to wear gloves.

**Q20: Why limit personal services to only one client at a time?**

A20: Limiting personal services to one client at a time helps reduce the risk for disease transmission. Due to how close and how long a provider works with a client, the risk of spreading COVID-19 is higher while providing personal services than for other services that are shorter in length and do not require such proximity.

**Q21: If members from the same household come in for a pedicure, are they allowed to sit next to each other?**

A21: Yes, members of the same household can sit next to each other when getting a pedicure. Personal services providers, however, are still required to maintain social distance of at least six (6) feet from each other.

**Q22: Can a client bring their own nail file for nail services?**

A22: Yes, the client can bring in their own nail file.

**Q23: Do personal service providers need to restrict the number of people inside the premises to 25 people or less to comply with the 25-person maximum gathering limitation?**

A23: In general, no. The number of people permitted in the premises is based on the ability to maintain at least six (6) feet of physical distance between persons, not the 25-person maximum in Executive Order 20-25. However, a business or provider may NOT hold an on-site or off-site event that includes more than 25 people.

**Q24: Can side-by-side massages be performed at the same time?**

A24: If both recipients of the massage are in the same household, they could be side-by-side. However, massage therapists are required to maintain physical distance of at least six (6) feet from each other.

**Q25: If you are washing your hands regularly why the need for gloves? Do stylists need to wear gloves?**

A25: Gloves are an extra precaution. To the extent possible, providers should, but are not required to, wear disposable gloves when providing client services and change gloves between each client.

**Q26: I am a hairdresser. May I use a blow dryer and styling tools at this time?**

**A26:** Yes. There is no evidence that the coronavirus can be spread by blow dryers. Refer to the [Specific Guidance for Personal Services Providers](#) for more information about cleaning and disinfecting tools. Employees, contractors and volunteers are required to wear a mask, face shield, or face covering, unless an accommodation for people with disabilities or other exemption applies. Providers must maintain at least (six) 6 feet of physical distance from clients unless providing services where (six) 6 feet of distance cannot be maintained.

**Q27: Do we need to provide coverings or a smock for clients to wear for a pedicure or manicure?**

**A27:** To the extent possible, providers should, but are not required to, have clients wear cloth, paper or disposable face coverings, as appropriate for the service. Some services may not require the client to wear face covering. For example, a client does not need to wear a face covering when face down on a massage table. Some services, such as mustache or beard trims, may require the cloth, paper or disposable face covering to be temporarily removed.

**Q28: Can we wipe down chairs or do we have to cover them with plastic or fabric?**

**A28:** There is no requirement that chairs be covered with plastic, but it is recommended if you have cloth or fabric chairs. Providers are required to clean and disinfect all bowls, hoses, spray nozzles, foist handles, shampoo chairs and arm rests between each use.

**Q29: What exactly is a "medical-grade mask," as outlined in the personal service guidance? Where can we find masks of the type recommended for situations that require close contact (within 6 feet)?**

**A29:** Information about medical-grade masks can be found at the U.S. Food and Drug Administration (FDA) link [here](#). N-95 masks are not necessary or recommended for the public or for employees, contractors or volunteers of businesses and transit. Surgical masks that are rated ASTM 2 or 3 are enough.

**Q30: Can we use whirlpools, saunas, or steam rooms?**

**A30:** No. These types of rooms/equipment must be closed.

**Q31: May I provide facials even though the client cannot wear a mask and we are in very close proximity for up to 2 hours in a small room?**

**A31:** Yes. Resuming services such as facials is allowed under the reopening Executive Order (EO 20-25). Employees, contractors and volunteers are required to wear a mask, face shield, or face covering, unless an accommodation for people with disabilities or other exemption applies. Providers must maintain at least (six) 6 feet of physical distance from clients unless providing services where (six) 6 feet of distance cannot be maintained.

**Q32: What kind of cleaning solutions do I need before I reopen my salon?**

**A32:** Use disinfectants that are Environmental Protection Agency (EPA)-registered and labeled as bactericidal, viricidal and fungicidal. No product will be labeled for COVID-19 yet, but many products will have a label or information available on their websites about their effectiveness for human coronavirus. The EPA has pre-approved certain products that are effective against similar viruses to COVID-19. All disinfectant products on the Oregon list that meet this standard are located [here](#).

For individuals with disabilities or individuals who speak a language other than English, OHA can provide documents in alternate formats such as other languages, large print, braille or a format you prefer. Contact Mavel Morales at 1-844-882-7889, 711 TTY or [OHA.ADAModifications@dhsosha.state.or.us](mailto:OHA.ADAModifications@dhsosha.state.or.us).