



## OREGON: OUTLINE OF PREPARATIONS FOR PERSONAL SERVICES “PHASE ONE” RE-OPENING

The following guidelines run parallel to Oregon “Phase One” reopening requirements for Personal Services businesses. Keep a safe and healthy facility in accordance with state and federal laws, regulations and Oregon Governor Emergency Orders. Your goal is to protect employees, vendors and customers. Your business should be 100% disinfected prior to anyone returning to work. Execute your re-opening plan with transparency and necessary flexibility.

Topic	Requirements
<b>Basic Preparations</b> 	Assign overall responsibility for the reopening planning and implementation to a responsible person. Sub-area leads include: <ol style="list-style-type: none"><li>1. Employee Health Lead - in charge of social distancing and face masks to protect employees and customers.</li><li>2. Sanitization Lead - manages routine daily and periodic disinfection, and incident-triggered deep cleaning response.</li><li>3. Training Lead - manages all pandemic communications and the training of employees.</li><li>4. PPE and Materials Lead – responsible for securing necessary cleaning and disinfecting supplies and PPE: soap, face masks, face shields, disinfection, hand sanitizer, paper towels and tissues.</li></ol>
<b>Employee Trainings</b> 	<ol style="list-style-type: none"><li>1. It is very important that ALL employees understand the safety requirements, protocols, and expectations to ensure everyone and their communities stay safe and prevent the spread of COVID19.</li><li>2. Conduct first-day-back training orientation for all staff: COVID19 Signs/Symptoms and Isolation Protocol, Social Distancing, Personal Hygiene, COVID19 Disinfection Procedures.</li><li>3. Reinforce in regular safety and daily meetings.</li></ol>
<b>PERSONAL PROTECTION EQUIPMENT (PPE)</b> 	<ol style="list-style-type: none"><li>1. Identify and provide personal protective equipment (PPE) and cloth facial coverings in accordance with Oregon Health Authority (OHA) requirements on facial coverings and industry specific COVID19 standards.</li><li>2. Wear medical grade masks when providing services that require close contact (within 6 feet), such as in the case of a haircut, massage or pedicure.</li><li>3. Wear face shields <i>in addition</i> to a face covering for face-to-face services, such as mustache trims and brow waxing.</li><li>4. Post signage inside and outside the business entrance to remind employees and visitors about social distancing and wearing face masks.</li><li>5. Ensure all sinks in the workplace have soap and paper towels available. Post handwashing signs in restrooms.</li></ol>
<b>Inbound Parts/Materials/Packages</b>	The virus does not survive on surfaces for long and the length of shipment time and other environmental factors should inactivate the virus. If packaged materials have been in transit and/or storage at the plant for more than 48 hours from last human contact, no further action need to be taken.
<b>Visitors</b> 	Visitor Restrictions: Normal visitation is prohibited until further notice. <ul style="list-style-type: none"><li>• All vendors and delivery personnel must wear face masks and maintain social distancing.</li><li>• Visits from persons who did or may have had exposure COVID19 within the past 14 days are completely prohibited.</li></ul>

Some or all of the information contained in this document may not be applicable to all businesses or places of work, and may require updating at any time given the fluidity of what becomes known about the pandemic and government regulations. ©2020 Safety Northwest LLC

**Customers  
and  
Clients**



**All customers/clients must schedule an appointment. You must contact each client prior to appointment and ask:**

- Have you had a cough?
- Have you had a fever?
- Have you had shortness of breath?
- Have you been in close contact with anyone with these symptoms or anyone who has been diagnosed with COVID19 in the past 14 days?

Reschedule an appointment if client answers “yes” to any of the questions above until client’s symptoms (cough, fever and shortness of breath) have been resolved, and fever has been resolved without medication for at least 72 hours, or at least 14 days after contact with a person sick with cough, fever, or diagnosed COVID19.

**If the answers are all “no”, then the appointment may proceed:**

1. Have clients wait in their car or outside to be contacted when the provider is ready for the appointment.
2. Limit visits to scheduled appointments. Provide curbside pick-up arranged ahead of time for product purchases outside of scheduled service appointments.
3. Assign only one provider per client throughout the client encounter.
4. When each customer arrives, review information about how COVID19 is spread from one person to another: namely, through coughing, sneezing, touching, or via objects touched by someone with the virus. (See below.)
5. Record client contact information, date and time of appointment and provider for each client. [Note: If there is a positive COVID19 case associated with the business, public health may need the business to provide this information for a contact tracing investigation. Unless otherwise required, this information may be destroyed after 60 days from the appointment.]
6. Clients must always maintain social distancing and wear PPE. (Exceptions: Some services may not require the client to wear face covering; for example, a client face-down on a massage table.)

**Additional measures that are not required:**

1. Wear disposable gloves when providing client services and change gloves between each client.
2. Ask clients to wash their own hair prior to arriving for their appointment.
3. Avoid face-to-face contact within six (6) feet of clients.
4. Change into clean clothes between clients if providing services that require extended close client contact such as massage therapy and tattoo artistry.
5. Change into clean clothes before leaving the business each day.

**To the extent possible, you should test customers when they arrive for fever (this is not required):**

1. Consider using touchless infrared thermometers to check temperature of each client who enters the business.
2. Explain to any client who has a temperature above 100.3 degrees Fahrenheit that services cannot be provided, and the appointment will be rescheduled until at least 72 hours after fever and other symptoms have resolved without medication. If client must wait for a ride home, provide a space where the client may self-isolate away from employees and other clients.

**Disinfection Measures**



**Disinfect business prior to anyone returning to work.**

1. Thoroughly clean and disinfect all areas of business prior to reopening after extended closure. Disinfect all surfaces, tools, and linens, even if they were cleaned before the business was closed.
  - Observe contact time on the cleaning solution container label so that disinfectant will work killing germs and viruses. Contact time refers to how long the disinfectant is visibly wet on the surface, allowing it to thoroughly destroy pathogens. Typical contact time for immersion/sprays is ten (10) minutes, for disinfectant wipes, time is two (2) to four (4) minutes.
2. Ensure breakrooms are thoroughly cleaned and disinfected and that employees do not congregate in them.
3. Thoroughly clean restroom facilities at least once daily and ensure adequate sanitary supplies (soap, toilet paper, hand sanitizer) throughout the day.
4. Sanitize and disinfect tools, workstations, equipment, common surface areas, computers. Avoid sharing tools.
5. Provide adequate sanitation and personal hygiene for workers, vendors and patrons. Encourage frequent hand washing.
6. Workers are strongly encouraged to disinfect their own work space multiple times daily, especially common surfaces.
7. Remove all unnecessary items such as magazines, newspapers, service menus, and any other unnecessary items such as paper products, snacks, and beverages.
8. Clean and disinfect all workstation and treatment room surfaces, including countertops, cabinets and doorknobs, chairs, head rests and arm rests. Clean and disinfect all reusable tools and store in airtight container. Clean and disinfect all appliances (including cords), shears, clippers, clipper guards, clippers, rollers, combs, brushes, rolling carts and any other items used to provide client services.
9. Check to make sure all products at workstations, such as lotions, creams, waxes, scrubs, and any other similar supplies have always been in a closed container. If not, discard and replace. Remove and discard any products that could have been contaminated by unsanitary use and replace with new product.
10. Clean and disinfect hard non-porous surfaces, glass, metal and plastic, including work areas, high-traffic areas, and commonly touched surfaces in both public and employee-only areas of the business.
11. Only use porous/soft surfaces (such as cardboard files, buffers, drill bits, etc.) once and then discard because they cannot be disinfected.
12. Launder all linens, blankets, towels, drapes, and smocks in hot soapy water and dry completely at the warmest temperature allowed. Store in airtight cabinet after each client use. Store all used/dirty linens in an airtight container.
13. Clean and disinfect all linen hampers and trash containers and only use a container that can be closed and use with liners that can be removed and discarded.
14. Clean and disinfect all retail areas at least daily, including products. Try to keep clients from touching products that they do not plan to purchase.
15. Clean and disinfect ALL restroom surfaces including floors, sinks, and toilet bowls. Store paper products in a closed cabinet and provide hand soap. Place trashcan by the door. Remove anything that does not have to be in the restrooms.

	<p>16. Clean and disinfect all bowls, hoses, spray nozzles, foist handles, shampoo chairs and arm rests between each use. Wipe down all back-bar products and shelves. Discard and replace any products that have not been stored in a closed container prior to reopening after extended closure.</p> <p>17. Empty all wax pots and disinfect before refilling them with new wax prior to reopening after extended closure. Purchase new single-use applicators that can be disposed of in an airtight trash can. The airtight trash can must have a lid and be lined with a disposable plastic bag.</p> <p><b>Additional (not required) cleaning and sanitation measures that are encouraged to be taken:</b></p> <p>18. Provide hand sanitizer at all work locations for employees and clients.</p> <p>19. Use plastic covers for cloth-covered seating (because cloth upholstery cannot be properly cleaned and disinfected).</p> <p>20. Discontinue use of paper appointment books or cards. Replace with electronic options. Keep electronic surfaces clean.</p> <p>21. Limit the exchange of cash, and wash hands thoroughly after each transaction. Credit/debit it/debit transactions or other electronic means of payment are preferred, using touch/swipe/no signature technology.</p>
<p><b>Deep-Cleaning and Disinfection</b></p> 	<p>“Deep-cleaning” is triggered when an active employee or client is identified as being COVID19 positive by testing. Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID19 have been in the facility; if a sick employee or client is suspected or confirmed to have COVID19, follow the CDC cleaning and disinfection recommendations Identify an approved external company that should carry out the deep cleaning.</p>
<p><b>Personal Hygiene Protocols</b></p> 	<p>The principle of personal hygiene is universally applicable to all business areas. All employees and clients must comply with the rules:</p> <ol style="list-style-type: none"> <li>1. Wear cloth, paper or disposable face coverings (provided by employer) when providing direct client services.</li> <li>2. Drape each client in a clean cape, if applicable, for the service. Consider using disposable capes for one-time use.</li> <li>3. Wear a clean smock with each client. Consider using disposable smocks/gowns for one-time use.</li> <li>4. Wash hands with soapy, warm water, for a minimum of 20 seconds between each client service.</li> <li>5. Request that clients wash hands with soapy, warm water, for a minimum of 20 seconds prior to receiving service.</li> <li>6. Wash hands after using telephone, computer, register, credit card machine. Wipe these surfaces between each use.</li> </ol> <p>If work stations cannot be maintained six feet apart, then adopt other prevention measures such as barriers to block sneezes and coughs for a particular job task; the barriers must be cleaned multiple times a shift.</p>
<p><b>Isolation Protocol</b></p> 	<p><b>Isolation Protocol is for employees who become ill at work.</b> Employees who feel ill, or if someone observes that another person is exhibiting symptoms of COVID19 at work, they are to Immediately send home the employee with COVID19 like symptoms (cough, fever, shortness of breath, etc.) and not allow the employee to return to work until at least 72 hours after fever and other symptoms have resolved without medication..</p> <p>On a case-by-case basis, as directed by federal, state and local public health and safety officials, implement practices for specific types of businesses, such as screening of employees upon work entry, requiring non-cash transactions, etc.</p> <p><u>Note:</u> High-risk and other individuals covered by state and federal coronavirus relief acts may have their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible, expanded family and medical leave, access to use unemployment benefits, or access to other paid time off depending on the circumstances.</p>

<p><b>Social Distancing Protocols</b> <b>(aka “Physical Distancing”)</b></p> 	<p>The principles of personal hygiene and social distancing are universally applicable to all business areas. All employees and clients must comply with the rules:</p> <ul style="list-style-type: none"> <li>• Stay at least six feet away from ALL others at ALL times as a normal practice. Exception: unless providing services that requires provider to be within six (6) feet of client.</li> <li>• Eliminate contact with others, such as handshakes or embracing coworkers, visitors, or friends.</li> <li>• Avoid touching surfaces touched by others, to the extent feasible.</li> <li>• Avoid gathering when entering and exiting the facility. Employees may enter only at their scheduled start times.</li> <li>• Employees are not to touch the time clock or entry door handle with an exposed finger(s) or hand.</li> <li>• If you have touched common surfaces, do not touch your face before you have had a chance to wash your hands.</li> <li>• Provide services while limiting close interactions with patrons.</li> <li>• Manage lunch breaks to provide social spacing and proper hygiene. Stagger start and end times.</li> <li>• Provide and wear cloth, paper or disposable face coverings when providing direct client services.             <ul style="list-style-type: none"> <li>• Drape each client in a clean cape, if applicable, for the service. Businesses may consider using disposable capes for one-time use.</li> <li>• Wear a clean smock with each client. Businesses may consider using disposable smocks/gowns for one-time use.</li> <li>• Wash hands with soapy, warm water, for a minimum of 20 seconds between each client service.</li> <li>• Request that clients wash hands with soapy, warm water, for a minimum of 20 seconds prior to receiving service.</li> <li>• Wash hands after using the telephone, computer, cash register and/or credit card machine, and wipe these surfaces between each use.</li> <li>• Ensure all sinks in the workplace have soap and paper towels available.</li> <li>• Post handwashing signs in restrooms.</li> </ul> </li> </ul> <p>If work stations cannot be maintained six feet apart, then employees must be provided with PPE:</p> <ul style="list-style-type: none"> <li>• Face Masks</li> <li>• Adopt other prevention measures such as barriers to block sneezes and coughs when physical distancing is not possible for a particular job task; the barriers must be cleaned multiple times a shift.</li> </ul>
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**Cleaning Table for Disinfection Frequency.** Disinfectant: commercial grade disinfectant or fresh 10% chlorine bleach solution (sodium hypochlorite).

Area/Place	Disinfection Content	Disinfection Measures	Frequency
Work unit common surfaces	Including control buttons, tools, and other common surfaces	Spray with hand held sprayer or wipe	Minimum at the end of each shift
Offices, desks, conf. rooms	Table and chair surface	Spray with hand held sprayer or wipe	At the end of each meeting and day
General objects often used or touched	Doors and windows, handles, faucets, sinks, and bathrooms	Spray with hand held sprayer or wipe	At least four times per day
Cafeteria/Food areas	Table and chair surfaces, dispensers, vending machines, etc.	Spray with sprayer	Generally 3 or more times per shift to include after all breaks and meals