



APPENDIX C
To Missoula City-County Health Officer Order
May 8, 2020

Personal Care Services Guidance

MINIMUM REQUIREMENTS

Personal care services, such as barbers, salons, massage, and body art, may re-open beginning May 11, 2020 if the following requirements are met:

NOTE: These requirements are in addition to, and do not take the place of the minimum sanitation standards required by Montana state law and regulations relating to relevant personal care service professions.

- Before reopening, personal care businesses must complete a Personal Care Service Plan for their business that shows how they will meet the minimum requirements and have it available upon request by the Missoula City-County Health Department. The plan must cover:
 - employee and client health screening and exclusion,
 - use of personal protective clothing and equipment,
 - reducing capacity and maintaining 6' physical distance between unassociated clients and staff, and
 - the facility's enhanced cleaning and sanitizing plan.

A template for the Personal Care Service Plan is included in the Appendix, see page 4.

- Before they begin serving clients again, employees must be provided and sign the attached "Employee Health Agreement for COVID-19", see page 7.
- Employees must be screened for symptoms of COVID-19 pre-shift and clients must be screened before they are served.
- Employees must wear cloth face coverings or masks when providing services.
- Clients must wear cloth face coverings or masks, except when receiving services that make a face covering or mask impossible.
- Waiting area must be limited to 50% capacity with six-foot distancing between clients.
- Employees must wash hands between each client.
- Employees providing services where their forearms may touch the client, may not wear sleeves that extend past the elbow, and handwashing between clients must include up to the elbow.
- Workstations, client chairs, tools and instruments used for personal care services must be disinfected between clients.
- An enhanced cleaning plan for the entire facility must be devised and implemented.



- Stylist stations and client chairs must be arranged in a manner that provides at least 6' of physical distance between other people in the establishment. The minimum distance of 6' is between people, not seats or stations. The placement of stations and chairs must accommodate movement of employees and clients through the establishment in a way that maintains at least 6' separation.

RECOMMENDATIONS

In addition to the requirements above, the following practices are recommended to further protect staff and customers:

- A face covering or mask is required, but urge staff and clients to wear reusable, clean cloth face coverings instead of N-95 or medical masks, which should be reserved for health care workers.
- Install physical barriers between stations and at checkout counters to enhance or support physical distancing.
- Discard single-use tools and items (e.g., files, buffers, neck strips) immediately after use.
- Use the high temperature cycles for washers and dryers to ensure thorough sanitizations of towels, linens, etc.
- Avoid group or communal settings for close contact personal services (e.g., couples' massages, salt rooms, saunas, etc.)
- Provide hand sanitizer and tissues for clients.
- Employees should increase hygiene practices such as washing hand frequently, avoid touching their face, and practicing good respiratory etiquette when coughing or sneezing. Change protective garments on a regular basis and sanitize reusable garments such as aprons and smocks at least once per day.
- If appropriate for the service provided, gloves are recommended and should be discarded after each client. The use of gloves is not a replacement for frequent handwashing.
- Disinfect high-touch surface areas (e.g., door handles, counter space, light switches) at least every two hours and when visibly dirty.

ADJUSTMENTS OR STRATEGIES TO CONSIDER

Every establishment is unique, and meeting the requirements and incorporating the recommendations will look different from one place to the next. The following list briefly describes some of the ideas that we have seen in our community or heard about from various operators.

- Consider suspending walk in service options and require appointments for all services to reduce the number and amount of time people are waiting to be served. Short notice clients could still be accommodated by setting up a system for texting or calling before they enter the facility.
- Ask clients to wait outside the facility and text or call them when ready for their appointment.
- Post signs and limit the number of people who can occupy common areas (e.g., waiting rooms, elevators, breakrooms, etc.) at any given time.



- Ask clients not to have companions accompany them during their visit.
- Limit or suspend any food or beverage offerings (and always comply with Health Department food regulations when offering food and beverages to clients).
- To make it easier to clean and sanitize waiting areas, consider removing magazines, newspapers or other paper items that multiple clients may touch.
- For massage, prone positions may make wearing face coverings uncomfortable or intolerable for clients. If wearing a mask is not reasonable when in a facedown prone position, consider other appropriate precautions such as draping a client's head and face cradle with a thin cotton pillowcase.

ADDITIONAL RESOURCES

[Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)

[OSHA Guidance on Preparing Workplaces for COVID-19](#)

[CDC Communication Resources](#)

[Montana Board of Barbers and Cosmetologists](#)

[Montana Board of Massage Therapy](#)

[Montana DPHHS Food and Consumer Safety Body Art](#)