



**APPENDIX B  
PERSONAL CARE SERVICES OPERATION PLAN IN PHASE 2**

The requirement for a Personal Care Services Operation Plan is meant to help operators think about how to incorporate measures required for their business, to reduce the transmission of COVID-19 within our community. Because the nature of these services requires service providers to be in close (less than 6') or direct contact with clients, these businesses must adhere to requirements that are in addition to the minimum requirements for businesses where staff can more easily maintain the 6 foot distancing. This plan has to be completed and kept on file at the business. It does not have to be submitted to the Health Department for approval, but must be made available to Health Department staff upon request.

This plan template has been modified from the first template that accompanied the Missoula City-County Health Officer's Order issued for Phase 1. Businesses that completed the plan before opening in Phase 1 do not have to update or redo their plan unless contacted by the Health Department.

Business or Provider Name: \_\_\_\_\_

Plan Created by: \_\_\_\_\_

Created on (date): \_\_\_\_\_

**EMPLOYEE AND CLIENT HEALTH SCREENING AND EXCLUSION**

- All employees, both service providers and support staff, must sign the "Employee Health Agreement for COVID-19".
- Employees must be screened for symptoms of COVID-19 pre-shift and clients must be screened before they are served.

Describe plans for implementing these requirements.



**MAINTAIN PHYSICAL DISTANCING**

You must implement a plan to maintain a minimum distance of 6’ between customers in your business. This must include keeping stations (service provider + client) at least 6 feet away from other stations and having visible cues to alert customers of the physical distancing requirement and to denote the required six-foot separation distances. It may also include other signage, installing temporary barriers, managing or eliminating waiting areas, removing/reconfiguring seats, etc.

How will you ensure that physical distancing will be achieved in your facility?

**PERSONAL PROTECTIVE EQUIPMENTS AND HYGIENE**

- Service providers and clients must wear cloth face coverings or masks when providing or being provided services, except when receiving services that make wearing face coverings impossible.
- Service providers must wash hands between each client.
- Persons 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.

How will you ensure that service providers and customers will wear cloth face coverings and masks and wash hands as required?



### **ENHANCED CLEANING AND SANITIZING PLAN**

- 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.

Describe your plan to frequently clean and sanitize common surfaces in your establishment.

If you have questions, please contact the Environmental Health Division at (406) 258-4755 or [envhealth@missoulacounty.us](mailto:envhealth@missoulacounty.us).