



CLOSE CONTACT PERSONAL CARE SERVICES OVERVIEW

The framework below represents the City of Boston’s operational recommendations for **Close Contact Personal Care Services**. These operational recommendations incorporate the Commonwealth’s Sector-specific Workplace Safety Standards and supplements them with recommendations based on guidance from the Centers for Disease Control and Prevention (CDC), the U.S. Chamber of Commerce, and industry associations to offer best practices for ensuring social distancing and reducing risk at events as well as preparing and returning to the physical workplace, preparing the workforce, and ensuring continuity of operations.

Close Contact Personal Care Services are defined as any personal service typically delivered through close physical contact with the customer, including but not limited to:

- Hair salons and barber shops, as permitted to open in Phase 1 of the Re-Opening Plan
- Hair removal services, including laser services, depilatory salons, waxing services, threading, and electrolysis services
- Massage, body treatments, eastern treatments, energy therapies, and other body work therapies
- Skincare services, including peels, facials, serums, Botox, and filler
- Nail care services, including nail salons
- Other hair services, including hair replacement services and scalp treating services
- Makeup salons
- Makeup application services
- Tanning salons, including other businesses that provide spray tanning and tanning beds
- Tattoo, piercing, and body art services

Note: Personal trainers should follow the [State Sector Specific Workplace Safety Standard for Fitness Centers and Health Clubs](#), which is available on the Reopening Massachusetts website.

Close Contact Personal Care Services were permitted to open under Step 2 of Phase 2 of the Commonwealth’s phased reopening plan on June 2, 2020. Barber shops and hair salons, which were authorized to open in Phase 2 of the Reopening Plan on June 8, 2020, are now subject to the

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Commonwealth’s Sector-specific Workplace Safety Standards for Close Contact Personal Care Services implemented on June 22, 2020.

Hair salons and barber shops that self-certified under the earlier standards may continue to operate and are not required to re-certify under the Close Contact Personal Care Services standards.

These operational recommendations apply to services permitted within Phase 2 and Phase 3 and are subject to revision and modification during subsequent phases or as necessitated by public health considerations. These recommendations consider the City of Boston’s specific needs, such as population density and commuting behavior, which may result in higher vulnerability to the rapid spread of COVID-19.

These operational recommendations provide City of Boston businesses with clarity about how to operate in Boston given its unique diversity, density, population, and built environment. Businesses, however, must comply with all current state standards at all times, including the Commonwealth of Massachusetts mandate that Close Contact Personal Care Services shall limit occupancy within their operational area to maintain social distancing of 6 feet between workstations and all customers must make an appointment for services.

No activity at any Close Contact Personal Care Service business shall occur without meeting these COVID-19 workplace safety standards. These standards apply to all enterprises permitted to operate until rescinded or amended by the state, unless where sector-specific standards are applicable to part or all of the enterprise’s activities, in which case enterprises must follow those sector-specific standards. The owner of the enterprise shall be responsible for meeting these standards.

All actions undertaken to comply with Commonwealth standards and City of Boston recommendations must also comply with regulations of the Americans with Disabilities Act and the Massachusetts Architectural Access Board. In addition to these standards, Close Contact Personal Care Service businesses should continue to abide by any and all applicable local, state, and federal regulations, policies, certifications, and licensure requirements for their facility.

Following these recommendations will ensure greater public health and safety. The City of Boston strongly encourages people in vulnerable populations, especially the elderly and those with underlying medical conditions, to continue to avoid unnecessary public outings and inessential services. Staff health is also a critical factor in whether a Close Contact Personal Care Service can safely open and serve customers.

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Key Considerations

- Reopening services will increase the risk of COVID-19 spread; thus, the goal is to know, communicate, and manage transmission risk.
- Programs, services, and industries must be altered, some significantly, for several months or longer until a vaccine or effective treatment is developed.
- All plans must include mechanisms for how programs and services can be quickly scaled back if COVID-19 cases and deaths begin to spike.
- Linguistically and culturally appropriate public messaging and communications are critical.
- The experiences and needs of those disproportionately affected will be overlooked if not explicitly considered in all plans.

COMMONWEALTH OF MASSACHUSETTS MANDATORY STANDARDS

No activity in Close Contact Personal Care Services shall occur without meeting these sector-specific COVID-19 workplace safety standards for Close Contact Personal Care Services. The owner and/or operator of the Close Contact Personal Care Service shall be responsible for meeting these standards. These standards, developed using the workplace safety standards listed below, apply to all Close Contact Personal Care Services until rescinded or amended by the state.

- [Massachusetts Sector Specific Workplace Safety Standards for Close Contact Personal Care Services](#)

ADDITIONAL INFORMATION

These additional safety guidelines and resources are available to support Close Contact Personal Care Services.

U.S. Department of Labor, Occupational Safety and Health Administration (OSHA)

- [OSHA – COVID-19 Webpage](#)
- [OSHA – Enforcement Guidelines Webpage](#)
- [OSHA Fact Sheet](#) – Protecting Workers During a Pandemic

Centers for Disease Control and Prevention (CDC)

- [CDC – Environmental Cleaning and Disinfection Recommendations](#)

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- [CDC – Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease](#) (Updated 3/21/20)

U.S. Environmental Protection Agency (EPA)

List of EPA-approved disinfectants:

- <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

U.S. Department of Labor

Information on employee leave rights:

- [Department of Labor Families First Coronavirus Response Act](#)



CLOSE CONTACT PERSONAL CARE OPERATIONAL CHECKLISTS

The following workplace-specific safety standards are organized around four distinct categories covering Physical Space and Social Distancing; Management and Employees; Cleaning, Disinfecting, and Hygiene Protocols; and Confirmed COVID Cases. This Operational Guidance is based on the Commonwealth of Massachusetts [Sector Specific Workplace Safety Standards for Close Contact Personal Care Services](#), updated as of July 6, 2020. Please note: For all the following checklists, items listed in bold are standards that have been issued by the Commonwealth of Massachusetts. Items not listed in bold are additional standards required or recommended by the City of Boston.

PHYSICAL SPACE AND SOCIAL DISTANCING CHECKLIST

Close Contact Personal Care Services management and employee personnel must implement physical amendments and procedures to ensure social distancing is available and followed for all workers and attendees. Close Contact Personal Care Service operators should also consider implementing items listed as “Best Practices/Recommendations” when appropriate and feasible.

Mandatory Requirements	Status
<p>Ensure separation of 6 feet or more between individuals where possible:</p> <ul style="list-style-type: none"> ● Close or reconfigure common spaces and high-density areas where workers and patrons are likely to congregate (e.g., break rooms and eating areas for workers; lobbies and workstations for customers) to allow social distancing. ● Arrange workstations so work areas are spaced out at least 6 feet apart. ● Physical partitions must separate workstations that cannot be spaced out (partitions must be at least 6 feet in height). ● Install physical barriers for checkout stations where possible; otherwise, maintain 6 feet distance where not possible. ● Install visual social distancing markers to encourage customers to remain 6 feet apart (e.g., checkout lines, lines to use the restroom). ● Mark rooms and hallways to indicate 6 feet separation. 	<input type="checkbox"/> Ongoing
<p>Stagger lunch and break times for workers, regulate the maximum number of people in one place, and ensure at least 6 feet of physical distancing.</p>	<input type="checkbox"/> Ongoing

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Require face coverings for all customers and workers, except where an individual is unable to wear a face covering due to a medical condition or disability.	<input type="checkbox"/> Ongoing
Establish directional pathways to manage visitor flow for foot traffic to minimize contact (e.g., one-way entrance and exit to rooms, one-way pathways). Post clearly visible signage regarding these policies.	<input type="checkbox"/> Ongoing
Require workers to wear gloves; gowns or smocks; and prescription glasses, safety glasses, or goggles.	<input type="checkbox"/> Ongoing
No guests should accompany the customer during the personal service except for persons serving as caretakers or guardians. Guests should observe all other requirements of customers, including wearing a face covering and maintaining 6 feet of separation from other persons present.	<input type="checkbox"/> Ongoing
Best Practices/Recommendations	Status
Encourage contactless payment methods.	<input type="checkbox"/> Ongoing
Encourage curbside pickup or delivery of any retail items purchased by customers not already on the premises for a service appointment and follow the Retail Business guidance for customers seeking retail purchases instead of or in addition to personal services.	<input type="checkbox"/> Ongoing

CLOSE CONTACT PERSONAL CARE SERVICES MANAGEMENT AND EMPLOYEE CHECKLIST

Close Contact Personal Care Services management and employee personnel must ensure these mandated staffing and operations requirements are being implemented and followed at all times. Close Contact Personal Care Services management should also consider implementing items listed as “Best Practices/Recommendations” when appropriate and feasible

Mandatory Requirements	Status
<p>Provide training to workers on up-to-date safety information and precautions, including hygiene and other measures aimed at reducing disease transmission, including the following:</p> <ul style="list-style-type: none"> ● Social distancing, handwashing, and proper use of face coverings ● Self-screening at home, including temperature or symptom checks ● Reinforcing that staff should not come to work if sick ● When to seek medical attention if symptoms become severe ● Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus 	<input type="checkbox"/> Ongoing

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<p>Facilities must screen workers at each shift by ensuring the following:</p> <ul style="list-style-type: none"> • Worker is not experiencing any symptoms such as fever (100°F and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle and/or body aches, runny nose and/or congestion, new loss of taste or smell, nausea, vomiting, or diarrhea. • Worker has not had “close contact” with an individual diagnosed with COVID-19. “Close contact” means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for 15 minutes or more, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic • Worker has not been asked to self-isolate or quarantine by his or her doctor or a local public health official. • Workers who fail to meet the above criteria must be sent home. 	<input type="checkbox"/> Ongoing
<p>Adjust workplace hours and shifts (working teams with different schedules or staggered arrival and departure) to minimize contact across workers and reduce congestion.</p>	<input type="checkbox"/> Ongoing
<p>Require customers to make an appointment in advance to receive service.</p>	<input type="checkbox"/> Ongoing
<p>Close waiting areas and ask customers to wait outside or in cars until it is time for their appointment.</p>	<input type="checkbox"/> Ongoing
<p>Maintain a log of workers and customers to support potential contact tracing (name, date, time, contact information).</p>	<input type="checkbox"/> Ongoing
<p>Remove non-essential amenities (e.g., magazines, customer-facing water or coffee, coat rooms, etc.).</p>	<input type="checkbox"/> Ongoing
<p>Workers may not appear for work if feeling ill.</p>	<input type="checkbox"/> Ongoing
<p>Encourage workers who test positive for COVID-19 to disclose to the workplace employer for purposes of cleaning/disinfecting and contact tracing. If the employer is notified of a positive case at the workplace, the employer shall notify the local Board of Health (LBOH) in the city or town where the workplace is located and assist the LBOH as reasonably requested to advise likely contacts to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the LBOH.</p>	<input type="checkbox"/> Ongoing

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Post notice to workers and customers of important health information and relevant safety measures as outlined in the Commonwealth’s Mandatory Safety Standards for Workplace.	<input type="checkbox"/> Ongoing
Businesses should maintain operating hours that allow for ongoing off-hour sanitation and cleaning.	<input type="checkbox"/> Ongoing
Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas.	<input type="checkbox"/> Ongoing
Limit employee movement to discrete work zones to minimize overlap where possible.	<input type="checkbox"/> Ongoing
<p>Additional City of Boston Recommendations:</p> <ul style="list-style-type: none"> • Communicate workplace policies clearly, frequently, and through various channels. • Consider daily team all-staff conference calls or virtual check-ins to disseminate information and policy changes. • Prevent stigma and discrimination in the workplace by keeping health information private in compliance with state and federal laws. • Uphold stringent anti-discrimination policies, with a zero-tolerance policy for any assumption of COVID-19 risk or infection status based on race or country of origin and offer a safe way for workers to report an instance of discrimination. 	<input type="checkbox"/> Ongoing
Best Practices/Recommendations	Status
Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer.	<input type="checkbox"/> Ongoing
Workers who are who are at high risk from COVID-19 according to the Centers for Disease Control should be encouraged to stay home or should have work assignments shifted to reduce contact with customers and co-workers	<input type="checkbox"/> Ongoing
<p>Close Contact Personal Care Services operators should perform a Symptom Screening Call the day a customer has a scheduled appointment. Delay services if the customer indicates a potential COVID-19 positive person is in the household or is exhibiting symptoms. Draft: “In the last 2–14 days, have you or another person in the household been exposed to the COVID-19 virus and/or are experiencing the following COVID-19 symptoms?</p> <ul style="list-style-type: none"> • Fever or chills • Cough • Shortness of breath or difficulty breathing 	<input type="checkbox"/> Ongoing

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<ul style="list-style-type: none">• Fatigue• Muscle or body aches• Headache• New loss of taste or smell• Sore throat• Congestion or runny nose• Nausea or vomiting• Diarrhea”	
<p>If possible, implement a reservation system for the facility. Use the reservation system to contact patrons with reservations 24 hours before their scheduled arrival to confirm their reservation and ask if they or someone in their household is exhibiting any COVID-19 symptoms. If the patron answers in the affirmative, the patron should be reminded that he or she should only use the fitness facility if the patron does not pose a health risk to other patrons or fitness facility workers. Such communication can be done via app, email, or text, if possible.</p>	<input type="checkbox"/> Ongoing
<p>Use an Emergency Notification System and maintain updated contact information for employees.</p>	<input type="checkbox"/> Ongoing
<p>Provide employees with personal protective equipment.</p>	<input type="checkbox"/> Ongoing
<p>Encourage workers to report any safety and health concerns.</p>	<input type="checkbox"/> Ongoing
<p>Provide temperature and/or symptom screenings for all workers at the beginning of their shift and for any vendors or contractors entering the facility. Make sure the temperature and/or symptom screener avoids close contact with workers to the extent possible</p>	<input type="checkbox"/> Ongoing
<p>If providing temperature screenings on-site is not feasible, self-screening at home may be implemented. Ensure that screening is performed prior to the worker leaving the home for his or her shift and follows CDC guidelines.</p>	<input type="checkbox"/> Ongoing
<p>When possible, allow for flexibility in working hours so employees can commute during non-peak times.</p>	<input type="checkbox"/> Ongoing
<p>Encourage employees to wash their hands as quickly as possible upon entering the workplace.</p>	<input type="checkbox"/> Ongoing

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CLEANING, DISINFECTING, AND HYGIENE CHECKLIST

Close Contact Personal Care Services management and employees must ensure these mandated cleaning and hygiene requirements are implemented and being followed at all times. Management should also consider implementing items listed as “Best Practices/Recommendations” when appropriate and feasible.

Mandatory Requirements	Status
Clean commonly touched surfaces in restrooms (e.g., toilet seats, doorknobs, stall handles, sinks, paper towel dispensers, soap dispensers) frequently and in accordance with CDC guidelines.	<input type="checkbox"/> Ongoing
Conduct frequent cleaning and disinfection of the site (at least daily, and more frequently if feasible).	<input type="checkbox"/> Ongoing
Keep cleaning logs that include date, time, and scope of cleaning.	<input type="checkbox"/> Ongoing
Conduct frequent disinfecting of heavily transited areas and high-touch surfaces (e.g., doorknobs, handrails, headrests, armrests, etc.).	<input type="checkbox"/> Ongoing
In the event of a positive case of a worker, patron, or vendor, shut down the site and wait 24 hours before cleaning and disinfecting the workplace in accordance with current CDC guidance.	<input type="checkbox"/> Ongoing
Disinfect or replace tools, implements, and surfaces between customers (e.g., tables, finger bowls, chairs and headrests, spatulas, clippers, spacers, styling tools).	<input type="checkbox"/> Ongoing
If tools cannot be disinfected (i.e., porous tools such as nail files, buffers, drill bits, etc.), they must be discarded after use.	<input type="checkbox"/> Ongoing
Disinfect chairs, tables, and/or workstations between customers or use disposable plastic coverings for each customer, observing contact time on label for disinfectant to work properly.	<input type="checkbox"/> Ongoing
Launder all linens, towel drapes, and smocks in hot soapy water and dry completely regularly and between each use.	<input type="checkbox"/> Ongoing
Ensure access to handwashing facilities on site, including soap and running water, and allow enough break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative.	<input type="checkbox"/> Ongoing
Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes, disinfectant).	<input type="checkbox"/> Ongoing

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Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances and throughout floor areas for both workers and customers	<input type="checkbox"/> Ongoing
Require glove changes and handwashing before and after each customer.	<input type="checkbox"/> Ongoing
Do not permit sharing of tools and supplies (e.g., clippers, spacers, brushes, needles, etc.) between workers. All tools must be cleaned between each customer.	<input type="checkbox"/> Ongoing
Workers should change into a clean smock or gown between each customer. Consider using disposable capes and smocks. Reusable capes, towels, and gowns should be laundered between each use.	<input type="checkbox"/> Ongoing
Post visible signage throughout the site to remind workers and customers of hygiene and safety protocols.	<input type="checkbox"/> Ongoing
Best Practices/Recommendations	Status
Open windows and doors to increase airflow where possible	<input type="checkbox"/> Ongoing
Establish a Response Action protocol to clean spaces where there were confirmed cases of infection and/or exposure and notification to the workplace coordinator. <ul style="list-style-type: none"> If management is notified of a positive case in a building, close the section of the building to which that person had access for deep cleaning. 	<input type="checkbox"/> Ongoing
Prohibit any mutual touching of attendee or worker equipment without sanitation between uses.	<input type="checkbox"/> Ongoing

CONFIRMED CASES CHECKLIST

Confirmed COVID cases for Close Contact Personal Care Services employees or previous customers will require review and adherence to this checklist.

Mandatory Requirements	Status
<p>If the employer is notified of a positive case at the workplace (including from other employees, customers, vendors, delivery personnel, or anyone accessing the facility), the employer should notify the local Board of Health (LBOH) where the workplace is located and work with them to trace likely contacts in the workplace and advise workers and others who may have accessed the space to isolate and self-quarantine. Testing of others who accessed the same space may be recommended consistent with guidance and/or at the request of the LBOH.</p> <p>In the event of an employee notifying an employer of a positive COVID case, the employer should obtain consent from the employee to share his or her</p>	<input type="checkbox"/> Ongoing

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<p>personal information with the Boston Public Health Commission (BPHC). If the employer does not have consent to share the employee’s information, the employer can still call BPHC for general guidance on closures and identifying close contacts. The employer cannot reveal information about the confirmed case to close contacts due to privacy concerns. This function may be supported by public health agencies other than BPHC depending on the location of the confirmed case.</p> <p>When calling BPHC, employers should be able to identify whether the employee worked 48 hours prior to onset of symptoms or was asymptomatic 48 hours prior to the test. The employer should also be able to identify if the employee was wearing a face covering at work, details of work conditions, locations of work (i.e., inside, outside), proximity to other employees or customers, level of interaction with the public, and barriers or face coverings that were in place.</p> <p>The employer will help the LBOH to identify employee(s) who may have had contact with the confirmed case. The employer will notify these employees of the need to quarantine.</p> <p>The employer and LBOH will reach out to affected healthcare providers. Contacts to a confirmed case should be encouraged to have a COVID-19 test. Any employee who is identified as a close contact should not return to work for at least for 14 days.</p>	
<p>In the event of a positive case, shut down the site for deep cleaning and disinfecting of the workplace in accordance with current CDC guidance.</p>	<p><input type="checkbox"/> Ongoing</p>
<p>Best Practices/Recommendations</p>	<p>Status</p>
<p>Workers who test positive for COVID-19 should not be allowed to return to work until cleared by a medical professional as being symptom-free for at least 3 days and having been at least 10 days since symptoms first appeared.</p>	<p><input type="checkbox"/> Ongoing</p>
<p>Any previous customer who has notified the Close Contact Personal Care Service operator of a positive case should be encouraged to contact the LBOH. The Close Contact Personal Care Service operator should also contact any employee and known customers who may have come into contact with that customer.</p>	<p><input type="checkbox"/> Ongoing</p>
<p>Maintain and review customer and employee records as necessary for information to support contact-tracing efforts.</p>	<p><input type="checkbox"/> Ongoing</p>

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