



**SECTOR SPECIFIC WORKPLACE SAFETY STANDARDS FOR  
CLOSE CONTACT PERSONAL SERVICES TO ADDRESS COVID-19**

**Updated as of February 4, 2021**

---

**Purpose**

These workplace safety standards for Close Contact Personal Services, as defined below, are posted in advance of their effective date to allow Close Contact Personal Services time to prepare to operate in compliance with these mandatory health and safety standards. Close Contact Personal Services remain subject to the previously-issued, January 25, 2021 safety standards until these revised workplace safety standards go into effect on February 8, 2021.

Barber Shops and Hair Salons, originally authorized to open in Phase 1 of the Re-Opening Plan, are now subject to these workplace safety standards for Close Contact Personal Services as of June 22, 2020.

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

- a. **hair salons and barber shops**; as permitted to open in Phase 1 of the Re-Opening Plan
- b. **hair removal services**; including laser services, depilatory salons, waxing services, threading, and electrolysis services
- c. **massage, body treatments, eastern treatment, energy therapies and other body work therapies**;
- d. **skin care services**; including peels, facials, serums, Botox and filler
- e. **nail care services**; including nail salons
- f. **other hair services**; including hair replacement services, scalp treating services
- g. **makeup salons**;
- h. **makeup application services**;
- i. **tanning salons**; including other businesses that provide spray tanning and tanning beds; and
- j. **tattoo, piercing, and body art services**

**Note: personal trainers should follow fitness center and health club guidance for Phase 3, available on the [Massachusetts Reopening Site](#)**

Saunas, hot tubs, and sensory float tanks must remain closed.

These sector specific COVID-19 workplace safety standards for Close Contact Personal Services are issued to provide owners and operators of Close Contact Personal Services enterprises and workers at those businesses with instructions to help protect against the spread of COVID-19 as Close Contact Personal Services re-open.

These standards are minimum requirements only and are not exclusive or exhaustive. The public health data for disease prevention upon which these guidelines are based can and does change frequently, it is the responsibility of each Close Contact Personal Service to stay abreast of any updates to these

requirements.

### **Standards for Responsible Close Contact Personal Services in Massachusetts**

No activity in Close Contact Personal Services shall occur without meeting these sector specific COVID-19 workplace safety standards for Close Contact Personal Services. These standards apply to all Close Contact Personal Services until rescinded or amended by the State. The owner of the Close Contact Personal Service shall be responsible for meeting these standards.

The following workplace specific safety standards are organized around four distinct categories covering Social Distancing, Hygiene Protocols, Staffing and Operations, and Cleaning and Disinfecting.

#### **I. Social Distancing and Capacity Limits**

- 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
  - For skin or beard care that occurs on the face, the customer may temporarily remove the face covering but must immediately put the face covering back on for the remainder of the visit.
- Require workers to wear gloves, gowns or smocks, and prescription glasses, safety glasses or goggles
  - Gloves are required for all services except massage
- Each business must monitor customer entries and exits and limit occupancy at all times to 40% of the building's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder
- All occupant counts and calculations shall include customers, but may exclude staff and other workers
- Ensure separation of 6 feet or more between individuals where possible:
  - 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
- 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
- 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
- Contactless payment methods are encouraged
- 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
- No guests should accompany the customer during the personal service except for persons

serving as caretakers or guardians. Guests must observe all other requirements of customers, including wearing a face covering and maintaining 6 feet of separation from other persons present

## **II. Hygiene Protocols**

- 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
- Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes, disinfectant)
- Alcohol-based hand sanitizers with at least 60% alcohol shall be made available at entrances and throughout floor areas for both workers and customers
- Require glove changes and handwashing before and after each customer
- Do not permit sharing of tools and supplies between workers (e.g., clippers, spacers, brushes, needles, etc.). All tools must be cleaned between each customer
- Workers should change into a clean smock or gown between each customer. Consider using disposable capes and smocks. Reusable capes, towels, gowns should be laundered between each use
- Post visible signage throughout the site to remind workers and customers of hygiene and safety protocols

## **III. Staffing and Operations**

- Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
  - Social distancing, hand-washing, proper use of face coverings
  - Self-screening at home, including temperature and symptom checks
  - Reinforcing that staff shall 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
- Facilities must screen workers at each shift by ensuring the following:
  - Worker is not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or 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
  - Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official
  - Workers who fail to meet the above criteria must be sent home
- Adjust workplace hours and shifts (working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion
- Require customers to make an appointment in advance to receive service

- Close waiting areas and ask customers to wait outside or in cars until it is time for their appointment
- Maintain a log of workers and customers to support potential contact tracing (name, date, time, contact information)
- Remove non-essential amenities (e.g., magazines, customer-facing water or coffee, coat rooms, etc.)
- Workers shall not appear for work or complete a shift if feeling ill
- 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
- Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- 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 any positive case at the workplace, the employer must immediately notify the local Board of Health (LBOH) in the city or town where the workplace is located. Employers must assist the LBOH with contact tracing efforts, including advising 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
- 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](#)
- Businesses should maintain operating hours that allow for on-going off-hour sanitation and cleaning
- Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas
- Limit employee movement to discrete work zones to minimize overlap where possible

#### **IV. Cleaning and Disinfecting**

- 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
- Conduct frequent cleaning and disinfection of site (at least daily, and more frequently if feasible)
- Keep cleaning logs that include date, time, and scope of cleaning
- Conduct frequent disinfecting of heavily transited areas and high-touch surfaces (e.g., doorknobs, handrails, headrests, armrests, etc.)
- In the event of a positive case of a worker, patron or vendor shut down site for a deep cleaning and disinfecting of the workplace in accordance with current CDC guidance
- Disinfect or replace tools, implements and surfaces between customers (e.g., tables, finger bowls, chairs and headrests, spatulas, clippers, spacers, styling tools)
- If tools cannot be disinfected (i.e., porous tools such as nail files, buffers, drill bits, etc.), they must be discarded after use
- Disinfect chair, table, and/or workstation between customers or use disposable plastic coverings for each customer, observing contact time on label for disinfectant to work properly
- Launder all linens, towel drapes and smocks in hot soapy water and dry completely regularly and between each use
- Open windows and doors to increase airflow where possible

**Additional worker safety guidelines and resources (with hyperlinks to web pages) are available below:**

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](#)

U.S. Centers for Disease Control (CDC):

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

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

**Additional Information:**

Massachusetts State Coronavirus (COVID-19) Website  
[mass.gov/covid19](https://www.mass.gov/covid19)

United States Centers for Disease Control and Prevention Coronavirus (COVID-19) Website  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>