



MI SAFE START
A PLAN TO RE-ENGAGE
MICHIGAN'S ECONOMY

RE-START SAFELY FOR PERSONAL CARE SERVICES

GOVERNOR GRETCHEN WHITMER

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It is the objective under the leadership of Governor Whitmer to establish for personal care services the requirements and best practice recommendations needed to safely provide services to customers. In partnership with industry stakeholders, this guide has been created by the Department of Licensing and Regulatory Affairs (LARA), the Department of Labor and Economic Opportunity (LEO), and the Department of Health and Human Services (DHHS). Personal care services include but are not limited to the following: massage therapy, acupuncture, medical spas, spas, body art, tattooing, personal trainers, and dietitians/nutritionists.

As those involved in this industry begin to re-start their businesses, it is important that everyone, including the customers who frequent these establishments, follow this guide and assist in creating a safe environment for all workers and clients.

Physical Spaces

REQUIRED

- ▶ Ensure minimum of six feet between people. Social distancing will apply with exception that the distance between the client and worker may be less than six feet.
- ▶ Install physical barriers, such as sneeze guards and partitions at cash registers, where maintaining physical distance of six feet is difficult.
- ▶ Mark waiting areas to enable six feet of social distancing (e.g. by placing X's on the ground and/or removing seats in the waiting room)
- ▶ Post social distancing signage.
- ▶ Place hand sanitizers in high contact locations and at entry and disinfect high-contact surfaces after each use.
- ▶ Disinfect merchandise before stocking.
- ▶ Discontinue all self-service refreshments.
- ▶ Discontinue client use of product testers; switch to worker-only product handling.
- ▶ Disinfect equipment before and after each use.
- ▶ Discard magazines and non-essential, shared items in the waiting area that cannot be disinfected.
- ▶ Establishments that use tables, table warmers, bolsters, face cradles and pillows should consider lining those items with non-permeable barriers, such as vinyl mattress pad covers or a heavy-duty plastic sheet.
- ▶ Prior to disinfecting, work areas should be cleaned with soap and water. Follow disinfectant contact time to thoroughly destroy all pathogens (typically 2-10 minutes).
- ▶ Disinfectants for surfaces that have the potential to be contaminated with blood or OPIM must be EPA registered as a tuberculocidal agent and must have an emerging viral pathogen claim.
- ▶ Establishments that have laundry needs (e.g. towels, robes, etc.) should follow Centers for Disease Control and Prevention (CDC) laundry guidelines (<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>).
- ▶ Use products that meet EPA's criteria for use against COVID-19 for disinfecting (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>). Homemade disinfectants should not be used.

RECOMMENDED BEST PRACTICES

- ▶ Perform thorough disinfection nightly.
- ▶ Maximize available checkout space to promote social distancing (e.g., space customer lines with floor markers, use alternate registers).
- ▶ Use contact-less payments where possible, and also use digital files rather than paper format (e.g. documentation, invoices, agendas, etc.)
- ▶ Increase capacity for delivery and curbside pickup.
- ▶ Post visible and appropriate signage to communicate to the client that thorough sanitation procedures are in place, and that service will not be provided to clients exhibiting symptoms of COVID-19.
- ▶ Ventilate rooms between clients by opening doors and windows to circulate fresh air and by using HEPA air filtration systems when they are available.
- ▶ Ventilate rooms at the end of the day by opening doors and windows to circulate fresh air and by using HEPA air filtration systems when they are available.
- ▶ If possible, create separate entrance and exit routes to and from office.



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Workers

REQUIRED

- ▶ Require in-use workstations to be separated by at least six feet from one another and, if feasible, separate workstations with physical barriers (e.g. plexiglass, strip curtains).
- ▶ Social distancing will apply with exception that the distance between the client and worker may be less than six feet.
- ▶ Business must allow for all customers, patrons, visitors, contractors, vendors and any individual who can medically tolerate a face covering to wear a face covering over his or her nose and mouth such as a homemade mask, scarf, bandana, or handkerchief when in any enclosed public space.
- ▶ Workers must wear a face covering at all times.
- ▶ Require employees to make proper use of personal protective equipment in accordance with guidance from the CDC and OSHA.
- ▶ Require Owners, Managers, and Workers to complete both the CDC hand washing and sanitation test (www.cdc.gov/handwashing/videos.html and www.cdc.gov/handwashing/pdf/hand-sanitizer-factsheet.pdf)
- ▶ Conduct a daily entry self-screening protocol for all workers or contractors entering the workplace, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed exposure to people with possible COVID-19.
- ▶ Require workers to stay home if symptomatic of COVID-19.
- ▶ Require regular hand washing by workers consistent with CDC guidelines.
- ▶ Place hand sanitizers in high-contact locations.
- ▶ Disinfect high-touch items after each use (e.g. carts, baskets, door knobs, light switches, exercise equipment, etc.) in a manner consistent with sanitation practices contained in CDC guidelines.
- ▶ Wear gloves and dispose of gloves in between tasks in accordance with CDC glove removal guidance; or if gloves cannot be worn, wash hands in between tasks in accordance with CDC handwashing guidance.
- ▶ Items that cannot be sterilized and are for single use only shall be disposed of.
- ▶ Maintain accurate appointment and walk-in records including date and time of service, name of client, and contact information to assist in contact tracing.

RECOMMENDED BEST PRACTICES

- ▶ Group workers by shift to reduce exposure.
- ▶ Wear eye protection when providing services in close proximity to client, when possible.
- ▶ Workers should change masks and clothes as needed during their work shift.
- ▶ Workers should clean hands before and after each client.
- ▶ Launder work clothing daily and shower immediately upon returning home from the establishment.
- ▶ Body art establishments should consider performing consultations and design services remotely whenever possible.
- ▶ Have a post-session check-in with client 2–3 days later to ask typical session-follow-up questions, but also to ask about their overall health. Create a protocol that a client will call you and you will call a client if either start showing any apparent COVID-19 symptoms.



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Customers & Guests

REQUIRED

- ▶ Ensure minimum six feet between customers unless the customers are from the same household. Social distancing will apply with exception that the distance between the client and worker may be less than six feet.
- ▶ Limit waiting-area occupancy to the number of individuals who can be present while staying six feet away from one another and ask customers, if possible to wait in cars for their appointment to be called.
- ▶ Place hand sanitizers in high-contact locations.
- ▶ Ask customers and guests not to enter if symptomatic of COVID-19. This can be done through the use of door signage.
- ▶ Stagger entry of customers and guests.
- ▶ Only clients will be allowed in the establishment for their service, unless client must be accompanied by one caregiver.
- ▶ Customers, patrons, visitors, contractors, vendors and any individual who can medically tolerate a face covering must wear a face covering over his or her nose and mouth such as a homemade mask, scarf, bandana, or handkerchief when in any enclosed public space. Customers may temporarily remove mask only when receiving a service that requires the removal.
- ▶ During services that require a customer to remove their face covering, an employee must wear a face shield or goggles in addition to the face covering.
- ▶ Temporarily prohibit the return of purchased products/merchandise.

RECOMMENDED BEST PRACTICES

- ▶ Administer health questionnaire for symptoms of COVID-19 at entry point.
- ▶ Provide face coverings upon entry to those entering an establishment without appropriate face covering.
- ▶ Where possible, accept customers by appointment only.
- ▶ Increase availability for delivery and curbside pickup.
- ▶ Schedule appointments with adequate time in between appointments.
- ▶ Have clients limit bringing in personal items to the business or provide a plastic bag for storing their personal items when at the establishment.

Confirmed Cases

REQUIRED

- ▶ Review accurate appointment and walk-in records including date and time of service, name of client, and contact information to assist in contact tracing.
- ▶ Cooperate with the local public health department if a confirmed case of COVID-19 is identified in the facility.
- ▶ Immediately isolate and seek medical care for any individual who develops symptoms of COVID-19 while at work.
- ▶ Contact the local health department about suspected cases or exposures.
- ▶ Close off any areas used for prolonged periods of time by the sick person. Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible. During this waiting period, open outside doors and windows to increase air.

RECOMMENDED BEST PRACTICES

- ▶ Work with local health department to identify potentially infected or exposed individuals to help facilitate effective contact tracing/notifications.
- ▶ Once testing is readily available, test all suspected infections or exposures.
- ▶ Following testing, contact local health department to initiate appropriate care and tracing.



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For more resources, visit:

[Michigan.gov/coronavirus](https://www.michigan.gov/coronavirus)

[Department of Labor & Economic Opportunity](#)

[CDC Reopen Guidance](#)