

# GUIDANCE FOR PERSONAL AND WELLNESS SERVICES

## Overview

Chief Medical Officer of Health (CMOH) Order 25-2020 requires businesses and entities to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with any applicable Alberta Health guidance found at: [alberta.ca/biz-connect.aspx](https://alberta.ca/biz-connect.aspx).

Where any part of this guidance is inconsistent or in conflict with enhanced or stronger public health restrictions set out in another CMOH Order, the enhanced or stronger public health measures would prevail. Operators are also required to follow the [General Operational Guidance](#).

This document has been developed to support operators of personal and wellness service facilities in reducing the risk of transmission of COVID-19 among attendees (including workers, staff, patrons/clients and volunteers). The guidance provided outlines public health and infection prevention and control measures specific to these settings and activities.

In all settings, it is important that measures are implemented to reduce the risk of transmission of COVID-19. This includes, but is not limited to ensuring: capacity limits, physical distancing, barrier use (where appropriate), proper hand hygiene and respiratory etiquette, enhanced and appropriate cleaning and disinfecting, records management and building maintenance (e.g., ventilation).

## COVID-19 Risk Mitigation

<b>Guidance for All Personal and Wellness Services</b>	<ul style="list-style-type: none"><li>• Personal and wellness service businesses must operate by appointment only. Walk-in services are not permitted.<ul style="list-style-type: none"><li>◦ Appointments should be limited to one-on-one service.</li></ul></li><li>• Personal service providers must also comply with requirements set out in the <a href="#">Personal Services Regulation and Standards</a>.</li><li>• Operators should remind all attendees, including participants, parents, instructors and chaperones to use the <a href="#">Alberta Health Daily Checklist</a> to check themselves for symptoms of COVID-19 before attending the facility.</li><li>• Attendees (including staff and clients) must maintain 2 metres' distance, except when providing/receiving a service.</li><li>• Attendees are required to mask in all indoor public places.<ul style="list-style-type: none"><li>◦ A client may remove a mask temporarily when services are performed on the face (i.e., make-up application, barbering, facials).</li></ul></li></ul>
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	<ul style="list-style-type: none"> <li>Place a physical barrier (such as a clear acrylic sheet) between staff and clients when services are provided in a face-to-face manner. <ul style="list-style-type: none"> <li>A barrier can be modified to allow hands to pass underneath (e.g., manicures) so long as it continues to effectively prevent droplet transmission.</li> </ul> </li> <li>Place hand sanitizer containing at least 60% alcohol in convenient locations throughout the facility.</li> <li>Personal and wellness service facilities are open for the purpose of service provision.</li> <li>Providing food or beverages must follow the <a href="#">Guidance for Food Service and Sales</a>.</li> <li>Operators must have plans for a rapid response if an attendee (patron, staff member) becomes symptomatic while at the location. For more information on what these plans include, see the <a href="#">General Operational Guidance</a>.</li> <li>Operators must enhance cleaning and disinfecting practices as described in the <a href="#">General Operational Guidance</a>. <ul style="list-style-type: none"> <li>Operators must ensure that ventilation systems are operational and functioning optimally. Refer to the <a href="#">General Operational Guidance</a> for more information on ventilation.</li> </ul> </li> </ul>
<b>Massage Therapy</b>	<ul style="list-style-type: none"> <li>Clients may remove their mask while face-down during massage treatment.</li> </ul> <p>Where massage occurs using oils or creams, hands should be washed with soap and water after each procedure as hand sanitizer is not effective on soiled hands.</p>
<b>Personal Services</b>	<ul style="list-style-type: none"> <li>Services that occur in or around the client's mouth, nose, eyes, genitals and anus are strongly discouraged at this time as the virus is found in saliva, fecal matter and mucosa. These kinds of services include: <ul style="list-style-type: none"> <li>Oral, facial and genital piercings;</li> <li>Injections into, and waxing of, the lips, eye area and genital areas;</li> <li>Vaginal rejuvenation;</li> <li>Acupuncture around the eyes; and</li> <li>Colon hydrotherapy.</li> </ul> </li> <li>If performing these activities, workers must be appropriately protected from exposure (i.e., with Personal Protective Equipment).</li> <li>Workers must be protected while reprocessing any reusable equipment used in these services.</li> </ul>

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	<ul style="list-style-type: none"> <li>Particle and dust generating procedures are not recommended at this time unless the spread of the virus through the air can be mitigated. Control measures include: <ul style="list-style-type: none"> <li>Covering ultrasonic devices used for equipment cleaning;</li> <li>Using suction when performing tattoo removal, hair removal or skin rejuvenation with intense-pulsed light (IPL) or Class 3B and 4 laser; and</li> <li>Using suction to control dust generated by high-speed manicure drills and some microdermabrasion equipment.</li> </ul> </li> <li>When particles and dust generating procedures are performed, both the worker and the client must be protected from exposure through the air and through direct contact with contaminated surfaces. <ul style="list-style-type: none"> <li>Using suction when performing tattoo removal, hair removal or skin rejuvenation with intense-pulsed light (IPL) or Class 3B and 4 laser; and</li> <li>Using suction to control dust generated by high-speed manicure drills and some microdermabrasion equipment.</li> </ul> </li> <li>When particles and dust generating procedures are performed, both the worker and the client must be protected from exposure through the air and through direct contact with contaminated surfaces.</li> </ul>
<b>Floation Services</b>	<ul style="list-style-type: none"> <li>Floation and sensory deprivation services are permissible.</li> <li>Operators should follow these guidelines along with provincial and industry specific operational guidelines.</li> </ul> <p>If Epsom salt float solutions have been unused for some time, operators are expected to perform chemical, physical and microbiological testing to ensure that the solution is safe for users and that equipment is functioning optimally.</p>
<b>Door-to-Door Services</b>	<ul style="list-style-type: none"> <li>Mobile and home-based personal and wellness services are permissible and should follow this guidance as well as the Guidance for <a href="#">Canvassing, Campaigning, Mobile and Door-to-Door Services</a>.</li> </ul> <p>Services must not be provided in areas of a home where a household member is isolating due to COVID-19 restrictions.</p>

This document and the guidance within it is subject to change and will be updated as needed.

Last Revised: April 2021