

XX, XX, 2020

Dear Business Owner,

Recently the County has modified orders to inform customers and employees of the steps you are taking to reduce the rates of COVID-19 transmission. **All businesses operating in San Mateo County must complete, post, and share the three documents included in this packet with employees and customer at all entrances. The health and Safety Plan included in this packet must be shared with and posted for employees.** The documents include a self-certification component that confirms that you are implementing the guidelines in order to minimize the risk of COVID-19, for the safety of your workers and customers.

If you need additional copies of the documents they can be found at:
<https://www.smchealth.org/post/covid-19-requirements-resources>

The guidance that your business needs to follow are in the document titled COVID-19 General Checklist for Expanded Personal Care Services, included in this packet. It contains information on a Written Workplace Plan and Topics for Worker Training that your business needs to put-in-place in order to meet County guidelines.

The requirements are as follows and can be completed in three easy steps;

1. Complete, Review (with employees) and Post, at all front entrances the following completed documents (Copies enclosed):
 - a) Health Officer's Social Distance Protocol (Appendix A)
 - b) Required signage listed in Social Distancing Protocol
 - c) Self-Certification Placard

Begin by using the COVID-19 General Checklist for Expanded Personal Care Services document as your guide to complete the required forms and to self-certify your business.

Please follow the three-step process below and complete the forms to ensure you comply with County orders to inform the public and your employees that you are implementing recommended County protocols.

Step 1) Review COVID-19 General Check List and Complete Appendix A, by checking the boxes that apply to your business and share with your employees.

Step 2) Appendix A is now your business' required Health and Safety plan for Social distancing.

- You must now post these required documents near each entrance door(s) so that they are visible to the public and employees.

Step 3) Be sure to complete and include the self-certification (orange check mark document).

- The orange check mark document is a critical component of your self-certification as it requires a designated person in charge to ensure implementation of your Health and Safety Plan.
- The designated person/supervisor must be on-site during business hours.

We hope you find this information helpful in following County requirements and wish you the best as we all work together to overcome this challenge placed before us. Together we support our community and are working to overcome this challenge!

Sincerely,

XXXXXXXXXXXX

COVID-19 General Checklist for Expanded Personal Care Services

July 2, 2020

This checklist is intended to help expanded personal care services implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Expanded Personal Care Services](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Workplace Specific Plan

- ☐ The person(s) responsible for implementing the plan.
- ☐ A risk assessment and the measures that will be taken to prevent spread of the virus.
- ☐ Use of face coverings, in accordance with the [CDPH guidance](#).
- ☐ Training and communication with workers and worker representatives on the plan.
- ☐ A process to check for compliance and to document and correct deficiencies.
- ☐ A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected workers.
- ☐ Protocols for when the workplace has an outbreak, in accordance with [CDPH guidance](#).



Topics for Worker Training

- ☐ Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- ☐ Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- ☐ The importance of not coming to work if employees have symptoms of COVID-19 as described by the CDC, such as a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they had contact with has been diagnosed with COVID-19.
- ☐ To return to work after a COVID-19 diagnosis only after 10 days since symptom onset and 72 hours of no fever.
- ☐ When to seek medical attention.
- ☐ The importance of hand washing.
- ☐ The importance of physical distancing, both at work and off work time.
- ☐ Proper use of face coverings, including information in the [CDPH guidance](#).

- ☐ Information on paid leave benefits, including the [Families First Coronavirus Response Act](#) and workers' compensation benefits under the Governor's [Executive Order N-62-20](#) while that Order is in effect.
- ☐ Train independent contractors, temporary, or contract workers in these items and ensure they have necessary PPE.



Individual Control Measures & Screening

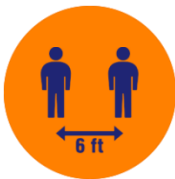
- ☐ Symptom screenings and/or temperature checks.
- ☐ Encourage workers and customers who are sick or exhibiting symptoms of COVID-19 to stay home.
- ☐ Encourage frequent handwashing and use of hand sanitizer.
- ☐ Provide and ensure workers use all necessary PPE, including eye protection, gloves, and face shields where necessary.
- ☐ Provide disposable gloves to workers handling items contaminated by body fluids and as a supplement to frequent hand washing for other cleaning, tasks such as handling commonly touched items or conducting symptom screening. Also provide disposable gloves for services that require them.
- ☐ Contact customers before visits and ask if they or someone in their household has COVID-19 symptoms, and if so, reschedule.
- ☐ Screen customers on arrival and reschedule those who indicate signs of illness.
- ☐ Display guidelines for customers as a condition of entry, including to wear facecoverings, use hand sanitizer, and maintain physical distancing. Also make the guidelines available digitally.



Cleaning and Disinfecting Protocols

- ☐ Coordinate with coworkers, fellow tenants, and booth renters to perform thorough cleaning in high traffic areas.
- ☐ Frequently disinfect commonly used surfaces.
- ☐ Use hospital grade products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list to clean and disinfect anything the client came in contact with. Train workers on chemical hazards, product instructions, ventilation requirements, Cal/OSHA requirements, and the CDPH [asthma-safer cleaning methods](#).
- ☐ Use plastic or disposable coverings on porous surfaces, such as chair seats, and dispose of or clean after each customer.
- ☐ Disinfect all appliances at workstations and in treatment rooms properly between each customer. See guidance for details.
- ☐ Ensure all water systems are safe to use to minimize risk of Legionnaires' disease.
- ☐ Remove used linens, towels, and other draping after each treatment. Do not shake dirty laundry. Place used linens in closed containers for proper laundering.
- ☐ Clean floors using a vacuum with HEPA filter or other methods that do not disperse pathogens into the air.
- ☐ Consider having workers wear scrubs or change their clothes after each customer.

- ☐ Remove amenities, such as magazines, from reception areas. Do not allow food or beverages to be at stations or in treatment rooms.
- ☐ Thoroughly clean any product display areas. Remove and discard any “test” products.
- ☐ Encourage use of credit cards and contactless payment, or have customers use exact cash or check.
- ☐ Install hands-free devices if possible, such as touchless faucets and paper towel dispensers.
- ☐ Equip reception areas and workstations with proper sanitation products, including hand sanitizer and sanitizing wipes and ensure availability.
- ☐ Ensure that sanitary facilities stay operational and stocked at all times.
- ☐ Provide time for workers to implement cleaning practices during shifts as part of the workers’ job duties.
- ☐ Avoid sharing phones, tablets, laptops, pens, and other work supplies. Never share PPE.
- ☐ Consider upgrades to improve air filtration and ventilation.



Physical Distancing Guidelines

- ☐ Implement measures to physically separate workers and customers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ☐ Use Plexiglas or other barriers where physical distancing cannot be maintained, including between work stations and reception desks.
- ☐ Stagger appointments and suspend walk-ins.
- ☐ Implement virtual check-in technology and have customers wait outside. Limit the number of customers in the reception area.
- ☐ Consider offering workers who request modified duties options that minimize their contact with customers and other employees.
- ☐ Avoid handshakes, hugs, or similar greetings that break physical distance.
- ☐ Close or limit access to breakrooms, use barriers, or spread out tables/chairs. Where possible, create outdoor break areas with shade and seating arrangements that ensure physical distancing.
- ☐ Adjust any staff meetings to ensure physical distancing and use phone or webinars if possible.

Additional Considerations for Esthetic, Skin Care, and Cosmetology Services

- ☐ Require clients to wear face coverings for treatments to other areas, if they are able per the [CDPH guidance](#).
- ☐ Wear disposable gloves throughout the entire esthetic service and while cleaning and disinfecting implements and surfaces afterwards.
- ☐ Remove gloves and wash hands before leaving the treatment room. Use a previously readied disposable barrier to open and close the treatment room door when leaving the room.
- ☐ Dispose of single-use applicators immediately after use in a lined, lidded trash bin.

Additional Considerations for Electrology Services

- ☐ Electrologists must use disposable gloves during the entire treatment. They should wear a face shield and face covering when providing treatment on facial or neck areas that do not enable the client to wear a face covering.
- ☐ Require clients to wear face coverings for treatments to other areas, if they are able per the [CDPH guidance](#).
- ☐ Clean and sterilize tweezers, rollers, and needle holder caps between each client.
- ☐ If possible, use disposable probes that do not require a probe tip or cap. Otherwise, clean and disinfect the removable tip or cap of the epilator needle/probe holder after each client.
- ☐ Needles used for electrolysis must be single-use, disposable, pre-packaged, and sterile and disposed of in an approved sharps container immediately after use. Sharps containers must be discarded in accordance with biomedical waste regulation.
- ☐ Clean and disinfect ultrasonic cleaning units, forceps, and all containers, including their removable parts, between each client.

Additional Considerations for Nail Services

- ☐ Ask clients to wash their hands before providing nail services.
- ☐ Workers must wear face coverings at all times, or a respirator where required due to exposures above the permissible limits established in title 8 [section 5155](#).
- ☐ Wear disposable gloves throughout the entire service and while cleaning and disinfecting implements and surfaces after each client.
- ☐ Disinfect pedicure bowls and foot spas properly with EPA-registered liquid disinfectant that is labeled as a bactericide, fungicide and virucide. Clean and disinfect after each client even if a disposable plastic liner is used.
- ☐ Use disposable supplies whenever possible. Fully disinfect any non-disposable supplies according to the California Board of Barbering and Cosmetology guidelines.
- ☐ Dispose of single-use items immediately after use in a lined, lidded trash can.
- ☐ Remove nail polish displays. Use a color palette instead and clean and disinfect after each client use.
- ☐ Consider installing a plastic partition between the worker and client with cut-outs for hands or feet, if feasible.
- ☐ Allow only one manicurist to work at each station and do not allow clients to get multiple services at the same time, such as a manicure and pedicure.
- ☐ If fans are used, minimize air from blowing directly from one person toward another. If removing fans, be aware of possible heat hazards and mitigate them.
- ☐ Consider upgrading existing ventilation to include locally exhausted nail tables.

Additional Considerations for Body Art Professionals, Tattoo Parlors, and Piercing Shops

- ☐ Wear disposable gloves throughout the entire service and while cleaning and disinfecting implements and surfaces after each client.
- ☐ Wash hands thoroughly with soap and water or use hand sanitizer immediately before putting on and after removing gloves.
- ☐ Suspend piercing and tattooing services for the mouth/nose area.
- ☐ Arrange chairs to ensure at least six feet of space between customers. Use divider shields or other impermeable barriers where appropriate.
- ☐ Provide tattooing or piercing services to only one customer at a time.

Additional Considerations for Massage Services (Non-Healthcare Settings)

- ☐ Ask clients to wash their hands before providing any services.
- ☐ Consider alterations to the treatment table setup to support the required cleaning and disinfecting protocols, such as using disposable or washable covers.
- ☐ If providing facial massages or other hands-on work on the face, use non-latex gloves for this part of the treatment.
- ☐ Do not perform facial massages if it requires removal of the client's face covering.
- ☐ Provide any hand treatments as the last part of the service.
- ☐ Wash hands immediately upon finishing massage services.



APPENDIX A: Social Distancing Protocol (Updated June 17, 2020)

Facility name:

Facility Address:

Approximate gross square footage of space open to the public:

Facility must implement all applicable measures listed below, and be prepared to explain why any measure that is not implemented is inapplicable to the business.

Signage:

☐ Signage at each public entrance of the facility to inform the public that they should: avoid entering the facility if they have COVID-19 symptoms; maintain a minimum six-foot distance from one another; sneeze and cough into a cloth or tissue or, if not available, into one's elbow; wear face coverings, as appropriate; and not shake hands or engage in any unnecessary physical contact.

☐ Signage posting a copy of the Social Distancing Protocol at each public entrance to the facility.

Measures To Protect Employee & Public Health (check all that apply to the facility):

☐ All employees have been told not to come to work if sick.

☐ Symptom checks are being conducted before employees may enter the work space.

☐ Employees are required to wear face coverings, as appropriate.

☐ All desks or individual work stations are separated by at least six feet.

☐ Break rooms, bathrooms, and other common areas are being disinfected frequently, on the following schedule:

- ☐ Break rooms:
- ☐ Bathrooms:
- ☐ Other

☐ Disinfectant and related supplies are available to all employees at the following location(s):

☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

☐ Soap and water are available to all employees at the following location(s):





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PUBLIC HEALTH, POLICY & PLANNING

- ☐ All employees and members of the public are required to comply with the Face Covering Requirements of the Health Order (Order c19-11).
- ☐ Copies of this Protocol have been distributed to all employees.
- ☐ Optional—Describe other measures:

Measures To Keep People At Least Six Feet Apart (check all that apply to the facility)

- ☐ Limit the number of individuals in the facility at any one time to [Click or tap here to enter text.](#), which allows for individuals to easily maintain at least six-foot distance from one another at all practicable times.
- ☐ Post an employee at the door to ensure that the maximum number of individuals in the facility set forth above is not exceeded.
- ☐ Placing signs outside the facility reminding people to be at least six feet apart, including when in line.
- ☐ Placing tape or other markings at least six feet apart in areas where individuals stand or sit for prolonged periods of time inside and outside the facility with signs directing customers to use the markings to maintain distance.
- ☐ All employees have been instructed to maintain at least six feet distance from other individuals, except employees may momentarily come closer when necessary or when the employees are providing a service that requires being within six feet.
- ☐ Optional—Describe other measures:

Measures To Prevent Unnecessary Contact (check all that apply to the facility):

- ☐ Preventing people from self-serving any items.
- ☐ Bulk-item food bins are not available for individuals self-service use.
- ☐ Not permitting individuals to bring their own pens/pencils, bags, mugs, or other reusable items from home.
- ☐ Providing for contactless payment systems or, if not feasible, sanitizing payment systems regularly. Describe:
- ☐ Optional—Describe other measures (e.g. providing senior-only hours):

Measures To Increase Sanitization (check all that apply to the facility):

- ☐ Disinfecting wipes that are effective against COVID-19 are available near shopping carts and shopping baskets.
- ☐ Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility and anywhere else where people have direct interactions.
- ☐ Disinfecting all payment portals, pens, and styluses after each use.
- ☐ Disinfecting all high-contact surfaces frequently.



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POLICY & PLANNING**

☐ Optional—Describe other measures:

* Any additional measures not included here should be listed on separate pages and attached to this document.

You may contact the following person with any questions or comments about this protocol:

Name:

Phone number:

Protect yourself and others from COVID-19

Please stay home if...

You are experiencing COVID-19 symptoms, such as

- cough
- fever
- difficulty breathing or shortness of breath



Wash your hands first.

Please wash your hands with soap and water or use hand sanitizer.



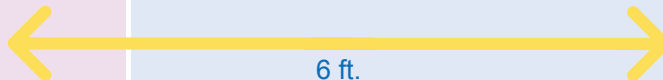
Social distancing (at least 6-feet) must be maintained.

Sneeze and cough into a cloth or tissue, or if not available, into your elbow. Do not shake hands or engage in any unnecessary physical contact.



Our COVID-19 business written plan is posted

so you can see how we are operating safely.



6 ft.

You must wear a face covering.

Businesses: Post this sign at each public entrance of your facility.

For more information, contact Environmental Health Services at (650) 372-6200, or visit smchealth.org/eh.



SAN MATEO COUNTY HEALTH
**ENVIRONMENTAL
HEALTH SERVICES**

COVID-19 PREPARED

PREPARADO PARA EL COVID-19 | COVID-19準備工作



This business has completed a Social Distancing Protocol to prevent the spread of COVID-19.

Este negocio implementó un protocolo de distanciamiento social para evitar la propagación del COVID-19.

該企業已完成《社交距離規定》，以防止COVID-19的傳播。

To report a complaint about this or another business not following a Social Distancing, please contact

Para presentar una queja sobre este u otro negocio que no cumpla el distanciamiento social, comuníquese con | 如需投訴該企業或其他企業未遵守《社交距離規定》，請聯絡

Name of Dept | Nombre del departamento | 部門名稱

Contact Email/Phone for Dept | Correo electrónico de contacto/teléfono del departamento | 聯絡該部門的電子郵件/電話號碼

The person responsible for implementing this protocol is

La persona responsable de implementar el protocolo es | 負責執行本規定的人員是

Full Name | Nombre completo | 全名

Title | Puesto | 職務

Email | Correo electrónico | 電子郵件

Phone | Teléfono | 電話號碼



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smchealth.org/coronavirus