

Personal Care Services

If you operate a non-hair-related personal care service such as a tattoo and piercing parlor, appearance enhancement practice, massage therapy practice, spa, cosmetology salon, nail salon, tanning salon, or waxing salon in New York City, new mandates from New York State require you to do the following at the start of Phase 3:

- **Develop a [Safety Plan](#)** and post it at your work site.
- **Read [New York State \(NYS\) guidelines](#).**
- **Affirm that you have reviewed and understand the State-issued industry guidelines** and that you will implement them. You can fill out the affirmation form [here](#).

View the [full list of requirements on the State website](#) to make sure you are in compliance, and protect employees and customers by taking the following steps to prevent the spread of COVID-19:

1. Stay Home if Sick

Unless you are leaving for essential medical care ([including testing](#)) or other essential errands, stay home if sick. You can also consider implementing additional actions like the ones below to encourage those who are sick to stay home:

- Eliminate/relax appointment cancellation fees to encourage customers to stay home if sick.
- Consider reducing chair fees if personal care service providers rent their space.
- Post the [Stop the Spread](#) poster in employee areas. Additional languages are available on nyc.gov/health/coronavirus or by calling 311 to order a copy.
- Perform health screening remotely before employees arrive, where possible.
- Maintain a log of every person who may have close or proximate contact with other individuals so that all contacts may be identified, traced, and notified in the event an individual is diagnosed with COVID-19.
- Ensure employees performing services directly on/to customers take a diagnostic test for COVID-19 prior to the employee performing such services.
- Provide disclaimers online or by phone to customers who book appointments that their personal care service provider may change, if necessary.

2. Keep Physical Distance

Stay at least 6 feet away from other people. You can also consider implementing additional actions like the ones below to keep physical distance:

- Implement “by appointment only” policy to limit walk-in customers and customers congregating at the door. Ask customers to wait outside or nearby until their appointment time to avoid crowding.
- Prohibit non-essential visitors. Close communal areas/amenities that promote gathering.
- At check-out desks, consider using barriers like plastic shield walls. Post markers using tape or signs that denote 6 feet of spacing.
- Consider electronic alternatives to in-person appointments where appropriate for visits, such as aftercare follow-up, troubleshooting, and other consultations.
- Where possible, schedule employee meetings and training sessions by phone or online.
- For tattoo parlors, consider posting photos of designs or artwork online so customers can view ahead of time instead of browsing in the store.
- For spas and massage therapy businesses, use tape to mark which lockers and other stations inside changing rooms should remain unused to maintain social distancing.

3. Wear a Face Covering

Protect those around you. You can be contagious without symptoms and spread the disease when you cough, sneeze or talk. A face covering may help reduce the spread of COVID-19. You can also consider implementing additional actions like the ones below to encourage the use of face coverings:

- Provide face coverings to customers and make them available in high-traffic areas, including in changing room areas.
- Place receptacles around the facility for disposal of soiled items, including face coverings.
- Add a reminder to bring a face covering to appointment reminder texts or emails.
- Inform and remind delivery drivers and suppliers about wearing face coverings.

4. Practice Healthy Hand Hygiene

Wash your hands often with soap and water or use hand sanitizer if soap and water are not available; clean frequently touched surfaces regularly; avoid touching your face with unwashed hands; and cover your cough or sneeze with your sleeve, not your hands. You can also consider implementing additional actions like the ones below to help maintain healthy hand hygiene:

- Provide employees with clean smocks or gowns. Encourage frequent handwashing [with signage](#).
- Encourage contactless payment, including payment in advance of appointment. Move retail inventory to a "no-touch" area (i.e. on a shelf behind the cash register).
- Cover workstations and chairs in disposable coverings. Replace with new, unused coverings before each new customer.
- Remove magazines or other shared items from waiting rooms and eliminate any beverage service (tea, water, etc.).
- Encourage forms to be filled and submitted online before arriving for an appointment. Reduce paper by providing instructions online for any service that may require sharing after-care information with the customer.
- Build in extra time between appointments so that tools and areas used by the previous customer can be thoroughly cleaned.
- For nail salons, suspend complementary shoulder massages and request customers remove and put on their shoes without employee assistance.
- For spas and massage therapy businesses, provide single-use toiletries in changing rooms and showers. Make sure receptacles for clean and dirty towels are clearly marked. Use tape to mark which lockers should not be used to maintain social distancing.

The NYC Department of Health and Mental Hygiene (DOHMH) has also created plain language Frequently Asked Questions for [each sector reopening in Phase 3](#), in adherence with the New York State guidance.