

Breakout 6: Expanded Personal Care Services

Liz Matson, Facilitator

COVID-19 Expanded Personal Care Services

<https://covid19.ca.gov/pdf/expanded-personal-services.pdf>

Breakout Group Notes

- Liz shares that the county will make a decision by Friday, June 19, hopefully Thursday, June 18 via the reopening plan about the Expanded Personal Care Services sector
- Liz shared an overview of how the process for reopening has worked, with the state determining how with guidance and the earliest time sectors can open and then local jurisdictions making the determination when to open based on local conditions
- Many people had already read the guidance, so we moved directly to Q&A
- Question: We need to know who to contact at the health department if there is a case. What is the best contact to notify public health?
 - Call the Nevada County Public Health Department at 530-265-1450
- Question: Is there a certain number of people allowed in salon, or limited number?
 - Depends on the location, the key is to have the six feet of physical distance and other protocols within the space
- Question: Do sneeze guards need to be at all nail tables or do face masks suffice?
 - Workers need to use face coverings at all times
 - Face shield recommended, not required
 - Customers wearing face masks the entire time
- Question: In a recent email from environmental health it says we can open with county health official approval. Will we need to call for appointments for this?
 - No need for a plan approved by the Department of Public Health. The reopen plan lays out what protocols are required and the guidance.
- How do we serve folks who are 65 or older or at special risk?
 - No special guidance. The protections are there to help folks minimize risk, including for those at the greatest risk.
- Are masks mandated for clients?
 - In most instances, yes, with the exception of certain procedures like facials.
- Can medical spas/botox clinics open Friday?
 -
- Can you address liability?
 - We can't. Check in with insurance provider or lawyer/attorney
- When will under the mask piercing/tattoos is actually allowed, how will we know?
 - State tells us when these sectors guidance can happen, then local jurisdictions approve. It depends on when state makes the change.
- I'm noticing PPE (gloves, face masks, disposable aprons etc) are becoming more difficult to find and more expensive purchase. Do you anticipate these new guidelines to increase a shortage?
 - We've been deeply involved in PPE. It comes in waves, face masks broadly available, the open market is changing and hopefully it can respond to people's needs.
 - *Many people shared suggestions for places to get PPE in the chat box*
- I've heard hair salons are charging a "cleaning tax" because they can't have as many clients and the same costs- is that legal?
 - Cannot speak to whether that is legal or not

- Are masks mandated for massage clients for the whole session?
 - Yes, this is covered in the guidance.
- Will practitioners in these businesses be recommended or required to get regular Covid-19 testing?
 - Testing is widely available in Grass Valley and in Truckee. No particular recommendation for testing, but guidance is very specific around symptom checks for clients and staff. Details in the guidance.
- Will couples massages be allowed? That would be four people in one treatment room.
 - Guidance not specific to couples massage, it does say how far apart people have to be. Folks would need to keep the six feet of distance between them. Needs to fit into the guidance from the state.
- Some clients are going to have a very hard time breathing face down in a face cradle with a mask on. I have heard of a potential method as an alternative; securely draping a pillow case underneath the face cradle in order to catch droplets while allowing customer to breathe. Can we create variations?
 - The guidance says face covering and that the face covering must stay on the whole time.
- Smocks and to change them out with each client?
 - From guidance: “Workers should consider changing their own clothes after each customer or wearing scrubs or a clean, launderable or disposable smock, if available.”
- Can you review if masks can be removed for a particular procedure like a facial or facial waxing?
 - Yes, they can be removed for specific procedures on the face. Review the guidance for details.
- To clarify, clients are required or it is suggested that they wear a mask. Can face shields be used versus face masks?
 - Clients are required to wear a mask. Some instances where they’re not for a portion of their time, like a facial. Masks and face shields are not the same, face shield needs to be worn in conjunction with a mask. Review guidance for details.
- Are there specific regulations for linens during massage? I assume if sheets need to be changed out every massage, so would blankets? Which page is the linen section?
 - From the guidance: Consider alterations to the treatment table setup to support the required cleaning and disinfecting protocols. This could include using disposable face cradle covers and/or protecting the table, table warmers, bolsters, and other items with washable barriers like pillowcases that can be removed and replaced between each client. Barriers are not a substitution for the required cleaning and disinfecting protocols.
 - There is also additional details in the disinfecting protocols sections of the guidance
- How are people communicating information to customers?
 - Booking system is online with intake
 - Mass mailing to clients of changes to expect
- Regarding massage services, we would have to replace the table warmer and blanket or would removing the sheet covering be sufficient?
 - Anything that could come in contact with the client and their respiratory droplets needs to be replaced. Review guidance for details.
- Will the health department be making regular visits from here on out to reinforce that businesses are following through with these guidelines?

- Depends on the type of business, some get a visits from Environmental Health like restaurants for licensing, but not planning to visit services in Expanded Personal Care Services

Questions:

Questions from main room chat:

- my biggest question is are we allowed to reopen on the 19th?
- Safety protocols for massage therapists
- I'm curious how to get county approval and what are our rules for nail salons
- Do we need to submit a reopening plan to anyone or just have it written out?
- is there a protocol for giving county our Re-opening plans?
- Liability for massage therapists
- who specifically do we contact in the case that employee/client tests positive for covid?
- I am looking for information on realtors holding an open house.
- reopening tattoo and piercing shop
- If we are able to meet all of the State's guidance for our industry, will we bill able to reopen?
- So, is the guidance non applicable for massage at this time? We will know what our protocol is on Thursday? And where will we see this and know if we are a go to open?
- is there a certain number of people allowed in salon, or limited number.

Questions from breakout room chat:

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Zoom Meeting Chat

Breakout [insert number]: [insert focus area]

[Save, copy and past Zoom meeting chat below. Look at time and delete everything in chat prior to breakout rooms. **Don't forget to look for and delete private conversations!** Zoom will save whatever chat is associated with your account, including your private conversations with individuals.]

[Example of what saved chat will look like]

10:54:54 From 5 Sheila Cameron : 211 Connecting point can put you in touch with urgent care and testing.

10:55:15 From 5 Sheila Cameron : 833-DIAL211 on out of area phones or 211]