This document contains tools for the Los Angeles close contact services to plan for the safety of employees as they prepare to resume operations during the COVID-19 pandemic. Close contact services include: nail salons, beauty parlors, massage centers, spa facilities, body art parlors, other personal grooming services.

This material has been developed in collaboration with a working group of industry representatives. It takes into account guidance from federal and state agencies as well as industry organizations. It is intended as supplemental information to businesses as they develop COVID-19 preparedness plans. It does not replace Los Angeles County Public Health required protocols or guidance from the state of California.

As of date of publication of this document – July 13, 2020– non-essential close contact services are not permitted to open in Los Angeles per a statewide order issued by Governor Newsom. Please refer to the Los Angeles County Public Health Department for the required protocols for allowable activity for your business at this time.

This document will continue to evolve to adapt to developments in the overall public health conditions of Los Angeles. The latest information can be found on Coronavirus.LACity.org/Business.
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Close Contact Services

PREPARING TO RESUME OPERATIONS

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*Developed in collaboration with Los Angeles County, City of Los Angeles, and Industry Working Groups*

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- Facility Safety
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Preparing to resume operations

Close Contact Services

The questions below bring up common topics close contact services may need to address to safely resume operations. This is not an exhaustive list. Each business will need to adapt their plan to address their unique business circumstances and needs. You may find it helpful to write down your plan for some questions.

Physical distancing:
- Have you reconfigured floor plans to ensure workspaces are 6 ft apart? Installed physical barriers when that is not possible?
- Have you changed worker schedules to maximize physical distancing during start / end times?
- Do you have a plan in place to maintain physical distance for customers waiting for service?

Cleaning and sanitizing:
- Have you deep-cleaned your facility?
- Do you have enough cleaning supplies in inventory?
- Do you have a disinfection plan for workstations and common areas? High-touch surfaces?

Employee health and personal hygiene:
- Do you have enough masks, gloves, and other PPE required for employees in inventory?
- Do you have enough hand sanitizer / hand soap for employees?
- Do you have a plan to screen employees and customers for symptoms before entering worksite?
- Do you have a response plan in case an employee or customer tests positive?

Facility safety:
- Do you have a process to log all employees on site?
- Have you identified high-touch items you will remove or modify?
- Have you posted signs to remind employees of best practices? Where will they be posted?
- Is the HVAC system working properly? Have air ducts been cleaned recently?

Customer expectations:
- If applicable, have you communicated appointment only policy to customers?
- Do you have plan to make sure visitors are informed and prepared to visit your location?

Employee support:
- Have you trained employees on COVID-19 health and safety guidelines before returning to work?
- What has been done to better understand stressors, anxieties, and other COVID-19 related concerns of employees returning to work? Have you taken steps to address concerns?

Employee notification:
- Has 5 day notice been provided to recall any furloughed employees? (For more information, please see City of Los Angeles Ordinance 186602.)
Best Practices for Safe Operations

Close Contact Services

The following list contains suggestions for close contact services to safely resume operations. These suggestions should be adapted based on the unique circumstance of each business.

These suggestions are not exhaustive. They will continue to be refined and revised. You can find the latest on Coronavirus.LACity.org/Business.

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**Physical Distancing**

**Los Angeles County Guidelines**

- All workstations are separated by at least six feet.
- Workers are allowed frequent breaks to wash their hands with soap and water, and workers should scrub their hands with soap for 20 seconds.
- Break rooms, restrooms and other common areas are disinfected frequently.
- Breaks are staggered to ensure that six (6) feet between workers can be maintained in break rooms at all times.
- Workers are prohibited from sharing food and beverages. Workers are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms or outdoor eating areas to assure that masks are worn consistently and correctly.
- Workers using cleaners or disinfectants wear gloves and other protective equipment as required by the product instructions.
- Each worker is assigned their own tools, equipment, work supplies and defined workspace. Sharing held items is minimized or eliminated.
- To the extent feasible, this protocol and other COVID-19 related materials downloaded from the DPH Coronavirus website are provided in the languages of all workers.
- Workers are enlisted and supported as peer educators, reinforcing instructions around physical distancing and infection control.
- All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may come on to the premises as third parties.
- Indoor in-person occupancy capacity is not to exceed 50% of prior maximum capacity to allow sufficient space for social (physical) distancing.
- Measures are in place to ensure physical distancing of at least six feet between and among workers and customers, except while providing services that require close contact. These measures include use of physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate where workers/customers should stand).
- Barriers (such as plexiglass) are used at reception desks or other areas where physical distancing cannot be maintained in order to minimize exposure between workers and clients.
- Appointments are staggered to reduce reception congestion and to ensure adequate time for proper cleaning and sanitation between each customer visit. No walk-in appointments are available.
- Virtual check-in technology is used whenever possible to notify workers when a customer arrives. Customers are asked to wait outside or in their cars instead of waiting in the reception areas. Reception areas should be modified to support adequate physical distancing, including removing chairs and sofas or spacing them further apart. Persons waiting outside should maintain a six (6) foot distance from each other.
- Workers do not see multiple customers at once. Services for one customer are completed before a new customer is seen by the same worker.
Best Practices for Safe Operations

Close Contact Services

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Physical Distancing

- Workers have been instructed to avoid handshakes, hugs, or similar greetings that break physical distancing.
- Workers are discouraged from congregating in high traffic areas, such as bathrooms, hallways, or credit card terminals.
- Occupancy in worker restrooms, break rooms and other common areas is limited to permit physical distancing. Reconfiguration of these sites (removal of chairs from break rooms, etc.) is implemented to practice physical distancing.
- Workflow is reviewed and changes made to permit physical distancing during pickups and deliveries. Shelving, bins, bulletin boards or other transfer-aiding materials are installed to avoid the need for person-to-person hand-offs of purchases.
- Staff meetings are held in a room that accommodates physical distancing or are held over the phone or via webinar.

Additional Guidance

- Abide by county guidelines – if any – on service or store capacity
- Maximize physical distancing on worksite, meeting or exceeding person-to-person distance of 6 feet where possible in all directions (also consider waiting lines and other shared spaces)
- Update floor plans for common seating areas, redesigning seating arrangements to ensure at least six feet of separation between chairs, tables, etc.
- Stagger positions of stationary workspaces so employees / customers / guests can avoid sitting directly next to or opposite one another
- Use floor markings to promote physical distancing and mark tables and chairs not in use
- Where possible, consider installing Plexiglas barriers between employee and client to limit face-to-face interaction (e.g. manicure/pedicure stations)
- Consider closing shared spaces in which physical distancing would be difficult to enforce or maintain (e.g., break rooms, cafeterias)
- Develop plan to reduce congestion around hair washing stations, water fountains, or other congregation points
- Stagger appointment times to limit crowding and ensure adequate time for sanitization
- Stagger employee schedules to limit crowding during start / end / break times
- Consider an exit from the facility separate from the entrance to allow for one-way foot traffic
- Limit face-to-face and close-contact interactions between staff and customers as much as possible during service
- Consider discontinuing massage treatments as part of service (i.e. scalp, neck, shoulder massages)
- Avoid in-person meetings as much as possible
Best Practices for Safe Operations
Close Contact Services

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Physical Distancing
- Discourage handshaking and engaging in any forms of unnecessary physical contact
- Encourage appointments only and avoid servicing walk-in customers
- No customers allowed to wait in establishment, should wait outside or in vehicle
- If applicable, assign an employee who may be stationed near the entrance to track capacity

Cleaning and Sanitizing
Los Angeles County Guidance
- The HVAC system is in good, working order; to the maximum extent possible, ventilation has been increased in common spaces and guest rooms.
  - Consider installing portable high-efficiency air cleaners, upgrading the building’s air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in all offices, guest rooms and other spaces.
- For facilities that have not been operating, flush each of the hot and cold-water fixtures for five minutes prior to reopening to replace stale water in the facility’s plumbing with a fresh and safe water supply.
- Clients are contacted before the visit to confirm the appointment and to advise/ask the following:
  - Bring and use a face covering (preferably with ear loops) during the visit.
  - Do not bring friends, guests, viewers, or others to the appointment.
  - Whether they or someone in their household is exhibiting any COVID-19 symptoms. If the client answers in the affirmative reschedule the appointment.
- Maintain a log of all clients with contact information (name, date/time of visit, address, phone and email) if possible, this can be done at the time of registration.
- Clients are verbally screened for COVID-19 symptoms upon arrival. If the customer is exhibiting any symptoms, has been sick, or has been exposed to someone who has been sick, the appointment is rescheduled at least 14 days in the future.
  - Both screener and customer should wear a face covering for the screening.
- Disposable gloves are worn for services that require them. Wearing gloves is to be done in conjunction with regular hand washing and is not a substitute for regular hand washing.
- Amenities, including magazines, books, coffee, water, self-service stations, and other items for customers, have been removed from reception areas.
- Hand sanitizer, sanitizing wipes, tissues and trash cans are available to customers in the reception area and workstations.
- Workers are using all required protective equipment, including eye protection and gloves when required for service.
Best Practices for Safe Operations

Close Contact Services

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Cleaning and Sanitizing

- Workers are required to wear face coverings at all times. A face shield is also to be worn when providing services that do not enable the client to wear a face covering.
- Disposable gloves are to be worn during the procedures and while performing cleaning and disinfection of all implements and surfaces after each client session.

- Clients are required to wear face coverings at all times while in the facility, except when the face covering must be removed for the performance of services involving that part of the face. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unable to remove the mask or cloth face covering without assistance.
- Clean face coverings are available for workers to ensure that if soiled, these can be changed during the shift. Where possible, clean face coverings are offered to customers, should their face covering become soiled.
- Workers are provided with clean, launderable or disposable smocks which are replaced after each customer.
- A cleaning and disinfection plan has been developed to address the following:
  - High traffic areas, such as reception areas, areas of ingress and egress, including stairways, stairwells, and handrails;
  - Common areas and frequently touched objects (e.g., tables, doorknobs or handles, light switches, phones) which should be disinfected on an hourly basis during business hours using EPA approved disinfectants;
  - All handles, hoses, spray nozzles, and other equipment before and after use on a customer;
  - All payment portals, credit card readers, pens, and styluses after each use.
- Hospital grade Environmental Protection Agency (EPA)-approved products are used to clean and disinfect anything the client came in contact with, including treatment tables, face cradles, stools, etc. Follow the product manufacturer’s recommendations for contact time.
- An employee per shift is designated to oversee and enforce additional sanitization and disinfection procedures, as needed.
- Workers are provided time to implement cleaning practices during their shift. Cleaning assignments are assigned for the hours of operation and are part of the worker’s job duties.
- Hard-surfaced, non-porous chair or large hard-surfaced or plastic baskets for clients to put their clothes on or in are available.
- All appliances at workstations and in treatment rooms are properly disinfected between each customer.
  - Non-porous implements, such as tweezers or scissors, are cleaned with hot, soapy water to remove any physical debris, rinsed and dried completely. Followed by immersing the implement in an EPA- registered disinfectant for the full contact time as stated by the manufacturer’s directions. Items are removed at the end of contact time, rinsed, and dried with a clean paper towel.
Best Practices for Safe Operations

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Cleaning and Sanitizing

- For electrical implements such as magnifying LED lamps, hot towel warmers, and esthetic devices, clean the implement with a spray wipe to remove any physical debris. Followed with an EPA-registered disinfectant spray or wipe for the full contact time as noted by the manufacturer’s directions. Use caution when using a spray and be sure your device is unplugged and do not spray into the motor.

- For electronics, such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present. Follow the manufacturer’s instructions for all cleaning and disinfection products. Consider use of wipeable covers for electronics. If no manufacturer’s guidance is available, consider the use of alcohol-based wipes containing at least 60% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

- Treatment tables must be covered with either a treatment table paper, a clean towel, or a clean sheet after each use.

- Linens are removed (even if the customer did not get under them) and the bed or table is properly disinfected between customers.

- Workers wear disposable gloves when removing used linens, towels, and other draping, including blankets, and client draping for each treatment.

- All dirty linens, including towels, and smocks are placed in a closed container and not used again until properly laundered either by a commercial laundering service or a laundering process which includes immersion in water of at least 160° F for at least 25 minutes. Do not shake dirty laundry.

- Store all clean linens in a clean covered place. Ensure workers who handle dirty linens or laundry wear gloves.

- Doors are left open, where possible, if they do not open and close automatically. Exception: Body art facilities must maintain doors closed.

- The entire facility, including product display areas, are cleaned and disinfected at least daily.

- Floors are vacuumed when possible, instead of sweeping or other methods to prevent dispersing of pathogens into the air.

- All “test” products have been removed and discarded.

- Restrooms and handwashing facilities are kept stocked with soap, paper towels and toilet paper and sanitized regularly using EPA approved disinfectants.

- Restrooms are free of any unnecessary products such as candles or other supplies.

- Hands-free equipment is installed wherever feasible (including restrooms) to reduce risk of contamination.

- Cashless transactions are strongly encouraged. If reasonable, customers are enabled to swipe their own credit/debit cards, and card readers are sanitized between each guest use. If electronic or card payment is not possible, customers pay with exact cash payment or check.
Best Practices for Safe Operations

Close Contact Services

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Cleaning and Sanitizing

Additional Guidance

- Use EPA-registered sanitation and disinfectant products
- Complete thorough and detailed cleaning of entire facilities prior to resuming operations, with focus on high-touch areas
- Complete frequent sanitization of high-touch surfaces and shared items per CDC guidelines (e.g., door handles, tables, chairs, counters, seating areas, restrooms, points of sale, phones, workstations)
- Disinfect all reused or shareable material between each use (e.g., pens, receipt trays, rolling carts, drawers of shared materials, nail polish bottles)
- If an employee/customer/guest tests positive, close off areas used by sick person until any areas affected can be cleaned and disinfected per CDC guidelines
- Provide enough time for workers to clean before, during and after shifts; workers should be compensated for time spent on cleaning tasks they are assigned
- Make hand sanitizer readily available, including at room/building entrances
- Ensure sanitary facilities are operational and stocked with soap, hand sanitizer, and paper towels at all times
- Consider reducing business hours for extra deep cleaning
- Cleaning staff should wear appropriate PPE for all cleaning tasks, including handling trash
- All employees should clean hands often, including immediately after removing gloves and after contact with an ill person, by washing hands with soap and water for 20 seconds
- If cloth face coverings are being used, face coverings should be washed after each shift
- Launder all towels, tablecloths, uniforms, etc. frequently, using the warmest appropriate water setting for items
- Customers should wash/sanitize hands upon arrival and departure
- Between customers, clean and sanitize all workstations and equipment used (e.g., shampoo bowls, pedicure bowls, scissors, nail clippers)
- Encourage customers to avoid using the restroom if possible and notify in advance, particularly for shorter appointments
- If applicable, clean and sanitize retail area daily, avoid customers touching products they do not intend to purchase
Best Practices for Safe Operations

Close Contact Services

Employee Health and Personal Hygiene

- Ask employees to confirm (and document confirmation) they have not experienced COVID-19 CDC-defined symptoms, including fever, cough, and shortness of breath, for 14 days prior to return.
- Require employees who have COVID-19 CDC-defined symptoms to remain home until they are symptom-free for three days without medication.
- Consider developing a written plan on how to inform coworkers of positive case and how they can get tested / self-quarantine.
- If an employee tests positive for COVID-19, inform employees / customers / visitors if applicable and ensure all other coworkers are tested before returning to work; if testing is not possible inform coworkers that had close contact to self-quarantine and self-monitor for symptoms per public health guidance.
- Ask employees to self-quarantine per public health guidelines if they are confirmed to have COVID-19 or know they have been exposed to COVID-19.
- Consider non-punitive sick leave options to allow employees to stay home when ill.
- Consider making special modifications for vulnerable employee / customer populations (e.g., special hours of operation for customers ages >65 yr, low-contact roles for vulnerable employees).
- All employees to wear face masks / face shields per LA city guidance at all times, if safe to do so; note that face coverings do not replace the need for physical distancing and are not PPE.
- Consider having employees wear gloves to supplement handwashing if possible and safe to do so, particularly when using shared equipment and surfaces; gloves should be changed frequently.
- If using gloves, wash hands before putting on and after taking off and follow CDC guidelines on how to take off gloves.
- Train all employees on the importance of frequent handwashing and the use of hand sanitizers with at least 60% alcohol content, and give employees clear instruction to avoid touching hands to face.
- Train all employees on symptom detection, sources of high risk to COVID-19, COVID-19 exposure prevention measures, and employee leave benefits/policies.
- Reinforce employee training on health and safety guidelines with periodic refresher trainings.
- Establish a safety team or designate employees to monitor workplace safety, conduct safety trainings, and carry out health screenings.
- Consider how to document all COVID-19 related trainings, training completions, and communications to employees regarding operational changes or positive cases in workplace.
- Provide a copy of your COVID-19 related safety and health plan to employees and document receipt.
Best Practices for Safe Operations
Close Contact Services

Employee Health and Personal Hygiene

Los Angeles County Guidance

- Everyone who can carry out their work duties from home has been directed to do so. This does not apply to services that are required by law to be conducted in a permitted location.
- Vulnerable workers (those above age 65, those who are pregnant, those with chronic health conditions) are assigned work that can be done from home, whenever possible, and should discuss any concerns with their healthcare provider or occupational health services to make appropriate decisions on returning to the workplace.
- All workers have been told not to come to work if sick, or if they are exposed to a person who has COVID-19. Workers understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that workers are not penalized when they stay home due to illness.
- Upon being informed that one or more worker/practitioner, independent contractors and temporary workers test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan in place to have the case(s) isolate themselves at home and require the immediate self-quarantine of all workers that had a workplace exposure to the case(s). The employer’s plan should consider a protocol for all quarantined workers to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on responding to COVID-19 in the workplace.
- In the event that the owner, manager, or operator knows of three (3) or more cases of COVID-19 within the workplace within a span of 14 days the employer must report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821.
- Alternate, staggered or shift schedules have been instituted to maximize physical distancing.
- Workers are provided information on employer or government-sponsored leave benefits that the worker may be entitled to receive, which would make it financially easier to stay at home, including employee’s sick leave rights under the Families First Coronavirus Response Act.
- All workers have been told to seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face.
- Symptom checks are conducted before workers may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the worker may be experiencing. These checks can be done remotely or in person upon workers arrival. Temperature checks should also be done at the worksite, if feasible.
- All workers who have contact with the public or other workers during their shift(s) are offered, at no cost, a cloth face covering. The covering must cover the nose and mouth and is always to be worn by the worker during the workday when in contact or likely to come in contact with others. Workers do not need to wear a cloth face covering when the worker is alone in a private office or a walled cubicle.
- Face shields are provided and worn by workers when servicing customers that require the removal of the client’s face covering to provide the personal service. The face shield is to be worn in addition to the cloth face covering. Cloth face coverings protect others from the wearer’s droplets; face shields help protect the wearer from other’s droplets.
- Face shields are to be used, cleaned and disinfected per manufacturer’s directions. Workers wash or sanitize hands before and after using or adjusting face coverings. Workers avoid touching eyes, nose and mouth.
Best Practices for Safe Operations
Close Contact Services

Facility Safety
- Workers are instructed to wash their face coverings daily.
- Independent contractors and temporary workers are properly trained on these protocols and have necessary cloth face coverings and personal protective equipment. Business owners are to discuss these protocols with the organization supplying the independent contractors and/or temporary workers, prior to their return to work.

Additional Guidance
- Log all employees that come on premise for purposes of supporting public health contact tracing
- Consider providing documented temperature and/or symptom screenings for all workers at the beginning of their shift or upon entering the establishment, per LA County guidelines
- Use no-touch common-use items where possible (e.g. trash cans, water fountains, hand sanitizer dispensers)
- Communicate health and safety guidelines to all employees / customers / visitors, including available contact to report guideline violations
- Explore outdoor options for breaks and lunch times, if available and safe
- Increase air flow / ventilation (via HVAC or other means) where possible
- Confirm HVAC system is operating correctly; regularly clean and replace HVAC filters
- If it is safe / appropriate, keep doors open to improve ventilation and reduce touching of door handles
- Post signs for employees / customers / guests to remind them of physical distancing, PPE recommendations (e.g., face coverings), and to use hand sanitizer provided
- Ensure adequate storage of necessary materials (e.g. face masks, gloves, cleaning materials)
- Limit or eliminate use of re-usable goods (e.g., bags, cups, makeup kits, brushes)
- Provide and encourage use of contactless payment options where possible (e.g., card, phone app, online order)
- Encourage customers to only bring bare essentials with them (i.e. phone, keys, water bottle, towel) and to leave other items at home or in their car
- Consider restricting visitor access, only customers allowed to be present for services (e.g. no pets, guests, children allowed in facility)
- Remove non-essential amenities from facility (e.g. waiting chairs, coffee tables, magazines, coffee makers, cosmetic tester units)
Best Practices for Safe Operations
Close Contact Services

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Best Practices for Safe Operations

Close Contact Services

Customer Expectations

- Have visible signage throughout the workplace for customers on health and safety guidelines (including proper hygiene and sanitization, physical distancing/PPE guidance, etc.)
- Make customer safety guidelines publicly available
- Consider using social media to educate customers on worksite guidelines and what to expect when visiting site
- Where applicable, consider asking client to perform partial steps prior to service where possible (i.e. wash own hair, trim nails, shave, etc.)
- Encourage customers to wear proper PPE in accordance with LA City guidance during service and consider offering face coverings upon entry
- Check-in and ensure customers are feeling well 24-48 hours prior to appointment, do not administer cancellation penalty if they are ill
- Customers showing visible symptoms of illness may be asked to reschedule their appointment and may not be served

Employee Support

- Identify employee stressors; mitigate employee anxiety when going back to work through clear and transparent communication, listening, and surveying employees regularly
- Provide training and updates to employees on new and pre-existing wellness programs, people policies, etc.
- Provide training on how to perform services while abiding by health and safety guidelines (i.e. optimizing distance, washing hands frequently, using disposable materials, etc.)
- Document what trainings were provided, when, and for whom
Supporting Materials
Close Contact Services

The following supporting materials are intended to supplement the suggested best practices for safe operations.

### Signs to post – download at [Coronavirus.LACity.org/Business](https://Coronavirus.LACity.org/Business)

<table>
<thead>
<tr>
<th>Key message of sign</th>
<th>Places to post</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Best practices</strong>: Use PPE, keep 6' distance, wash hands, do not enter if feeling ill</td>
<td>entryway, front office, break room, etc.</td>
</tr>
<tr>
<td><strong>Face coverings</strong>: Reminder to wear face covering in accordance with LA City mandate</td>
<td>shared spaces, break room, treatment rooms, etc.</td>
</tr>
<tr>
<td><strong>Physical distancing</strong>: Keep 6'+ of distance at all times</td>
<td>main floor, near queuing areas, shampoo stations, etc.</td>
</tr>
<tr>
<td><strong>Washing hands</strong>: Remember to wash with soap / water or hand sanitizer</td>
<td>bathroom, kitchen, entry / exit, etc.</td>
</tr>
</tbody>
</table>

More signage, including industry-specific posters, available on website.
Supporting Materials

Close Contact Services

Example sanitization kit list and cleaning checklist

Sample on-site materials for cleaning and sanitizing

- Hand soap readily available at every sink
- 60% alcohol-based hand sanitizer throughout facility
- Cleaning supplies (e.g., soap and water, bleach, rubbing alcohol, etc.)
- EPA-registered disinfectant products
- Disinfectant wipes
- Signs throughout facility encouraging everyone to frequently wash hands and sanitize
- Laundry detergent
- Disposable gloves, face masks and gowns for cleaning staff

Sample cleaning checklist

Clean on a frequent basis:
- Close contact equipment (e.g., scissors, combs, nail clippers etc.)
- Countertops and other surfaces
- Customer seating
- Shelves
- Break rooms
- Registers
- Computers
- Windows
- Doors and door handles
- Railings
- Bathroom surfaces
- Carts, drawers and bins

Examples for physical distancing

Sample on-site materials for physical distancing

- Signs throughout the facility (on windows, walls, etc.) reminding people to maintain proper physical distancing and remain 6 feet apart whenever possible
- Floor markings (e.g., tape or graphics) to instruct people where to walk and stand
- Floor markings to indicate where workstations should be placed to promote physical distancing, if possible
Example employee training best practices

**CDC recommended employee health guidelines**

- Employees and employers should consult the [CDC's Symptoms of Coronavirus](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html)
- Employees with COVID-19 symptoms should report them to their supervisors immediately
- Sick employees should stay home and follow the [CDC's What to do if you are sick with COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/sick-at-work.html)
- Send home employees who experience COVID-19 symptoms at work
  - Clean and disinfect surfaces in their workspace
- Inform fellow employees if there has been a possible exposure to COVID-19 in the workplace while maintaining confidentiality
- Employees who are well, but know they have been exposed to COVID-19 should notify their supervisor and follow [CDC-recommended precautions](https://www.cdc.gov/coronavirus/2019-ncov/dailylife-coping/precautions.html)
- For previously sick employees who are returning, follow [CDC's guidance for discontinuation of home isolation for persons with COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/dailylife-coping/discontinuation.html)

For additional information please see: [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/industry/guidance-business-employers.html)

**CDC recommended personal hygiene guidelines for employees**

- Wash hands for at least 20 seconds, especially after going to the bathroom, before eating, after blowing your nose, coughing or sneezing, and after extended contact with high-touch surfaces
- Always wash hands with soap and water. If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol
- Avoid touching your eyes, nose and mouth with unwashed hands
- Cover your cough or sneeze with a tissue, then throw tissue in the trash and wash hands after
- Try not to use other employees' phones, stations, or other work tools and equipment when possible. If necessary, clean and disinfect them before and after use
- Clean and disinfect frequently touched objects around you

For additional information please see: [Interim Guidance for Businesses and Employers to Plan and Respond to COVID-19](https://www.cdc.gov/coronavirus/2019-ncov/industry/guidance-business-employers.html)
### Example communications best practices

**Recommended employee communication practices for employers**

- Communicate frequently to make employees aware of operational changes for health and safety
- Provide details of the changes to employees, in writing
- Encourage employees to participate and comply with new work practices
- Conduct demonstrations and training to introduce new skills to staff before activities officially resume, examples include:
  - How to practice physical distancing/sanitizing at workstations
  - How to follow floor markings in facility
  - How to handle essential interactions with others at work
- Consider a variety of communication channels and materials, including email, text messages, posters/digital displays
- Consider communications focused on
  - Why the facility is safe and how it is following state guidelines
  - Instructions for how to prepare for arrival
  - Overview of what to expect when returning employees arrive, including new entrance guidelines, supplies, sanitization requirements, capacity limits, etc.

### Sample customer communication topics

<table>
<thead>
<tr>
<th>Cleaning procedures</th>
<th>Contact information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Let customer know about adjusted cleaning guidelines</td>
<td>Phone number or email for visitors to contact if they have further questions</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opening hours and locations</th>
<th>Links to government and health websites</th>
</tr>
</thead>
<tbody>
<tr>
<td>Share updated opening hours and locations currently open/closed with guests</td>
<td>Links to COVID-19 guidance from CDC</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What to expect</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Communicate guidelines for what customers can expect when visiting the facility (e.g. capacity limits, hand sanitizer, floor arrows)</td>
<td></td>
</tr>
</tbody>
</table>
The following resources provide additional guidance for close contact services on safe operations during the COVID-19 pandemic.

### Additional resources on safe operations

<table>
<thead>
<tr>
<th><strong>Source</strong></th>
<th><strong>Description</strong></th>
<th><strong>Link</strong></th>
</tr>
</thead>
</table>
Additional Resources

Close Contact Services

The following city, county, state, and federal resources are available to support workers and businesses during the COVID-19 pandemic. This list will be updated as additional resources become available.

Additional Business Resources (1/3)

City

Los Angeles City Small Business Emergency Microloan Program (LA City)
In light of the sweeping impact the COVID-19 pandemic is having on our small business community, the City of Los Angeles has responded swiftly and decisively to support our local, community businesses. The newly established Small Business Emergency Microloan Program now provides financing needed to strengthen small business enterprises in this time of acute need that have been affected by the COVID-19 outbreak.

Los Angeles Commercial Evictions Moratorium
No landlord shall evict a commercial tenant in the City of Los Angeles during this local emergency period if the tenant is able to show an inability to pay rent due to circumstances related to the COVID-19 pandemic. These circumstances include loss of business income due to a COVID-19 related workplace closure, child care expenditures due to school closures, health care expenses related to being ill with COVID-19 or caring for a member of the tenant’s household who is ill with COVID-19, or reasonable expenditures that stem from government-ordered emergency measures.

L.A. CARES Corps
LA CARES Corps is a partnership between the City and County of LA to provide small businesses with the help they need to apply for federal loans under the Coronavirus Aid, Relief, and Economic Security (CARES) Act.

County

Unemployment Insurance Work Sharing Program (LA County)
Employers can apply for the Unemployment Insurance (UI) Work Sharing Program if reduced production, services, or other conditions cause them to seek an alternative to layoffs. The Work Sharing Program can help minimize the need for layoffs, retain trained employees and quickly prepare for when business conditions improve, and avoid the cost of recruiting, training and hiring new staff. It also helps employees whose hours and wages have been reduced keep their current job, receive UI benefits, and avoid financial hardships.

Payroll Tax Assistance (LA County)
Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.
Additional Business Resources (2/3)

State
Workers Compensation for COVID-19 (State of CA)
Governor Gavin Newsom announced that workers who contract COVID-19 while on the job may be eligible to receive workers’ compensation. The Governor signed an executive order that creates a time-limited rebuttable presumption for accessing workers’ compensation benefits applicable to Californians who must work outside of their homes during the stay at home order. Those eligible will have the rebuttable presumption if they tested positive for COVID-19 or were diagnosed with COVID-19 and confirmed by a positive test within 14 days of performing a labor or service at a place of work after the stay at home order was issued on March 19, 2020. The presumption will stay in place for 60 days after issuance of the executive order.

Waiving Penalties for Property Taxes (State of CA)
The Governor signed an executive order that waives penalties for property taxes paid after April 10 for taxpayers who demonstrate they have experienced financial hardship due to the COVID-19 pandemic through May 6, 2021. This will apply to residential properties and small businesses. Additionally, the executive order will extend the deadline for certain businesses to file Business Personal Property Statements through May 31, 2020, to avoid penalties.

Paid Sick Leave (State of CA)
Governor Newsom issued an executive order to support California workers from large employers in the food sector industry impacted by the COVID-19 pandemic with two weeks of paid sick leave, filling a gap left by federal relief that had provided similar paid leave benefits for employers with fewer than 500 workers. The Executive Order provides health and safety standards to increase worker and customer protection by permitting workers at food facilities to wash their hands every 30 minutes, or as needed, to increase proper sanitation measures.

Small Business Relief Payment Plans (State of CA)
Effective April 2, 2020, small business taxpayers, those with less than $5 million in taxable annual sales, can take advantage of a 12-month, interest-free, payment plan for up to $50,000 of sales and use tax liability only. Payment plan requests can be made through the State’s online services system in the coming months. At this point, the program is only available for sales and use tax liabilities. Qualifying sales and use taxpayers with deferred liabilities up to $50,000 will pay their tax due in 12 equal monthly installments. No interest or penalties will be assessed against the liability. The maximum amount that any taxpayer can defer, interest-free under this relief effort, is $50,000. If a taxpayer owes more than $50,000 and needs a payment plan for the amount over $50,000 we will have to have the taxpayer enter into one payment plan and adjust the appropriate amount of interest off toward the end of the 12 month period.

Extended State Tax Deadline (State of CA)
California State Controller Betty Yee announced that the deadline for filing income taxes for Californians is July 15, 2020. Due to the coronavirus outbreak, taxpayers and businesses will get three additional months to file income taxes and make payments without interest or penalties.
Additional Business Resources (3/3)

**Federal**

**Paycheck Protection Program (SBA)**

PPP offers small business loans with 1% interest rate to continue employing and paying employees and cover other business expenses during the crisis. This program provides $349 billion in forgivable loans to help small businesses stay afloat. Qualified applicants include small businesses and nonprofits with 500 or fewer employees, including sole proprietors and independent contractors. The maximum loan granted will be equal to 2.5 times the average monthly payroll cost for the previous calendar year — up to $10 million. SBA will forgive loans if all employees are kept on the payroll for eight weeks and the money is used for payroll, rent, mortgage interest, or utilities.

On April 27, the SBA began accepting applications for the second round of PPP. The $484 billion COVID-19 rescue bill signed late last month by President Donald Trump included $310 billion in new money for the latest bailout. The initial round of $350 billion in forgivable PPP loans, which was allocated as part of the $2.2 trillion CARES Act stimulus, were exhausted in less than two weeks. The loan will be forgiven if employees are kept on the payroll for eight weeks and if the money is used for payroll, rent, mortgage interest or utilities.

**Small Business Administration (SBA) Debt Relief**

The SBA will pay 6 months of principal, interest, and any associated fees that borrowers owe for all current 7(a), 504, and Microloans in regular servicing status as well as new 7(a), 504, and Microloans disbursed prior to September 27, 2020. This relief is not available for Paycheck Protection Program loans or Economic Injury Disaster loans. Borrowers do not need to apply for this assistance. SBA has notified 7(a), 504 and Microloan Lenders that it will pay these borrower loan payments. Lenders have been instructed to refrain from collecting loan payments from borrowers. If a borrower's payment was collected after March 27, 2020, lenders were instructed to inform the borrower that they have the option of having the loan payment returned by the lender or applying the loan payment to further reduce the loan balance after SBA's payment.