

MINIMUM STANDARD HEALTH PROTOCOLS



CHECKLIST FOR MASSAGE AND OTHER PERSONAL-CARE AND BEAUTY SERVICES

Businesses operating as massage establishments or providers of personal-care and beauty services not previously authorized to operate during the declared emergency may operate provided they can ensure at least 6 feet social distancing between operating work stations. All employees and customers must wear a face covering (over the nose and mouth) wherever it is not feasible to maintain six feet of social distancing from another individual not in the same household. Such businesses include but are not limited to massage establishments, other massage services by licensed massage therapists or other licensed persons, electrolysis, waxing, tattoo studios, piercing studios, and hair loss treatment and growth services. Because of the proximity between individuals in these facilities, stringent compliance with these protocols is strongly recommended.

The following are the minimum recommended health protocols for massage and other personal-care and beauty service providers choosing to operate in Texas. These operators may adopt additional protocols consistent with their specific needs and circumstances to help protect the health and safety of all employees, independent contractors, and customers.

The virus that causes COVID-19 can be spread to others by infected persons who have few or no symptoms. Even if an infected person is only mildly ill, the people they spread it to may become seriously ill or even die, especially if that person is 65 or older with pre-existing health conditions that place them at higher risk. Because of the hidden nature of this threat, everyone should rigorously follow the practices specified in these protocols, all of which facilitate a safe and measured reopening of Texas. The virus that causes COVID-19 is still circulating in our communities. We should continue to observe practices that protect everyone, including those who are most vulnerable.

Please note, public health guidance cannot anticipate every unique situation. Massage and other personal-care and beauty service providers should stay informed and take actions based on common sense and wise judgment that will protect health and support economic revitalization. These providers should also be mindful of federal and state employment and disability laws, workplace safety standards, and accessibility standards to address the needs of both workers and customers.

Getting ready to open:

- Notify employees and contractors of all COVID-19 processes and procedures and require them to sign a statement acknowledging they understand and will adhere to the guidelines.
- Screen employees and contractors before coming into the establishment:
 - Send home any employee or contractor who has any of the following new or worsening signs or symptoms of possible COVID-19:

– Cough	– Sore throat
– Shortness of breath or difficulty breathing	– Loss of taste or smell
– Chills	– Diarrhea
– Repeated shaking with chills	– Feeling feverish or a measured temperature greater than or equal to 100.0 degrees Fahrenheit
– Muscle pain	– Known close contact with a person who is lab confirmed to have COVID-19
– Headache	

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- Do not allow employees or contractors with new or worsening signs or symptoms listed above to return to work until:
 - In the case of an employee or contractor who was diagnosed with COVID-19, the individual may return to work when all three of the following criteria are met: at least 3 days (72 hours) have passed *since recovery* (resolution of fever without the use of fever-reducing medications); and the individual has *improvement* in symptoms (e.g., cough, shortness of breath); and at least 10 days have passed *since symptoms first appeared*; or
 - In the case of an employee or contractor who has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19, the individual is assumed to have COVID-19, and the individual may not return to work until the individual has completed the same three-step criteria listed above; or
 - If the employee or contractor has symptoms that could be COVID-19 and wants to return to work before completing the above self-isolation period, the individual must obtain a medical professional’s note clearing the individual for return based on an alternative diagnosis.
- Do not allow an employee or contractor with known close contact to a person who is lab-confirmed to have COVID-19 to return to work until the end of the 14 day self-quarantine period from the last date of exposure (with an exception granted for health care workers and critical infrastructure workers).
- Consider implementing a screening policy for clients before they receive services.
 - For temperature checks, the preferred method is a no-contact thermometer, such as a forehead thermometer, if possible.
 - Do not use a contact thermometer on multiple persons without disposable guards or disinfection between persons.
- Provide resources and a work environment that promote personal hygiene. For example, provide tissues, hand soap, alcohol-based hand sanitizers containing at least 60 percent alcohol, disinfectants, and disposable towels for licensees to clean their work surfaces.
- Disinfectants must come from this list: <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Provide a place to wash hands with both hot and cold water with hand soap, disposable towels, and a no-touch trash can.

Before an appointment:

- Schedule appointments to limit the amount of people in the establishment.
- Walk-in clients should wait either in their own cars or outside with at least 6 feet of separation between individuals.

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- Clients should not bring extra people to the appointment, such as children.
- Only schedule the number of clients that will allow for social distancing of at least 6 feet from others.
- Consider posting a sign at the entrance to the establishment with a phone number that walk-in clients should call to schedule an appointment when they arrive.
- Only bring clients into the establishment when the provider is ready for them, to eliminate anyone needing to spend any time in the lobby or waiting area.
- Remove all unnecessary items such as magazines from the lobby or waiting area.
- Contactless payment is encouraged. Where not available, contact should be minimized.
- Signs should be posted at each entrance and at eye-level at stations notifying clients that people with symptoms of COVID-19 or who have recently been exposed to someone with symptoms must reschedule their appointment.
- Do not provide services to a client if you have reason to believe that they are sick or have a contagious condition.
- If possible, provide face coverings for clients.

Once inside the establishment:

- Do not let clients touch/handle retail supplies.
- All clients should wash their hands upon entering the establishment and before each treatment.
- Take measures to ensure that clients do not physically interact with each other in the establishment.
- Face masks or fabric face coverings must always be worn by employers, employees, contractors, and clients while inside the establishment, even if individuals are practicing social distancing except when temporary removal is necessary to receive a service.
- Clients receiving services that cannot be provided while a mask is worn must wear a mask or face covering before and after such times as the service cannot be provided while a mask is worn.

Providing services:

- Providers should wash their hands with soap and water for at least 20 seconds prior to providing services, if gloves are not worn while providing services.
- Employees and contractors should change gloves or rewash hands with soap and water after touching their face, nose, eyes, cell phone, door, credit card machine or any surface they have not sanitized.
- Use disposable supplies to keep from having to handle and disinfect multi-use supplies.
- Use disposable towels when possible and dispose of them after use.

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Continue to service clients with the cleaning and sanitation you already practice:

- Remove and properly dispose of gloves immediately upon completion of the service, if gloves are worn.
- Wipe down and sanitize all surfaces between use including computers, landline phones, etc.
- Fully sanitize workstations, chairs, etc., after each client. This includes a complete wipe down with disinfectant cleaners or wipes of all surfaces touched and products used.
- Clean and disinfect multi-use equipment and tools before use on each client.
- Discard single-use equipment and tools after use on a single client.
- Wipe clean and disinfect electrical equipment that cannot be immersed in liquid before use on each client.
- Store all cleaned and disinfected tools and materials in a clean, dry, debris-free environment when not in use.
- Store cleaned and disinfected tools and materials separate from soiled tools and materials. Ultraviolet electrical sanitizers are acceptable for use as a dry storage container.
- Thoroughly clean floors each day.
- Empty all trash containers daily, and wash the containers or use plastic liners.
- Immediately remove non-disposable towels used during services placed the towels in a disposable laundry receptacle (such as a bag that is discarded after use) at the conclusion of the service.
- Sanitize laundry baskets or reusable bags between uses, and do not use the laundry basket or reusable bag for clean towels.
- Wash towels in hot water and chlorine bleach, and only use clean towels on clients.
- Clean towels should only be handled by someone who has cleaned their hands immediately before touching the towels or someone who has a fresh pair of gloves.
- Fully sanitize all on-site laundry rooms or laundry storage rooms daily.

Additional items:

- If an employee or contractor tests positive for COVID-19, immediately report that to the local health authority and provide notification to employees, contractors, and clients. The notification may be made via phone call, e-mail, or text. The notification to the local health authority and to employees, contractors, and clients should occur no later than 24 hours of receiving information of a positive test result.