



GUIDANCE FOR SPAS, MASSAGE THERAPISTS AND PERSONAL SERVICES

Pursuant to EO 2020-36, Stay Healthy, Return Smarter, Return Stronger

Following the Centers for Disease Control and Prevention (CDC) guidance, under all circumstances, the following precautions should be followed by people utilizing spa, massage therapy and other personal services. To the extent possible, these providers should take measures to ensure that customers may follow these guidelines:

- Stay home if sick.
- Protect yourself while visiting spas and massage therapists:
 - Stay at least 6 feet away from other patrons.
 - If you are at **higher risk for** severe illness, you should avoid visiting spas and massage therapists. People at higher risk **for severe illness** include adults 65 or older and people of any age who have serious underlying medical conditions.
 - Do not touch your eyes, nose, or mouth.
 - If possible, use touchless payment (pay without touching money, a card, or a keypad). If you must handle money, a card, or use a keypad, use hand sanitizer immediately after.
 - After leaving the spa or massage therapist, use hand sanitizer. When you get home, wash your hands with soap and water for at least 20 seconds.

FOR BUSINESSES - The Department of Health Services recommends the following additional steps be taken by spas, massage therapists and other personal services:

- Maintain physical distancing, to the extent possible.
- Provide and require employees to wear masks when possible.
- For treatments that require touching someone's face, provide and require employees to wear gloves when possible.
 - Consider implementing symptom screening for patrons scheduled to have services that require the employee to touch the face.
- Provide access to soap and water for handwashing or an alcohol-based hand sanitizer at stations around the store or spa for use by employees and clients. Require employees to wash hands immediately before and after providing client service.
- For treatments/appointments that don't require touching the client's face, clients should be encouraged to wear masks for their protection.
- Operate with reduced occupancy and capacity based on the size of the business location with special attention to limiting areas where customers and employees can congregate.
- Discourage the sharing of items such as magazines, equipment, menus, and supplies with those they don't live with.
- Consider single use items, where possible.
 - Wipe any pens, counters, or hard surfaces between use or customer.
- Do not have clients share items that are difficult to clean, sanitize, or disinfect.
- Implement comprehensive sanitation protocols.
- Implement symptom screening for employees prior to the start of their shift.
- Consider offering cloth face coverings to employees and visitors to wear.
- Consider operating by appointment-only to manage occupancy levels.
- Arrange waiting areas, service areas, and break rooms to provide for appropriate physical distancing and sanitize areas regularly between use.
- Clean and disinfect shared furniture, equipment, towels, and gowns/robes between each use.
- Consider posting signs advising customers and employees of expectations and guidance.
- Consider not charging late/cancellation fees if someone cannot make their appointment due to illness.
- Train all employees in the above safety actions.
- Launder towels, sheets, gowns/robes and other items used by customers and employees between each use:
 - Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
 - Wear disposable gloves when handling used towels from guests.
 - Do not shake used towels.
 - Clean and disinfect bins that hold used towels according to guidance for disinfecting surfaces.
 - After handling used towels: Remove gloves, and wash hands right away.

***Note that guidance continues to be updated and those complying with the guidance are encouraged to visit the websites provided frequently to ensure they are complying with the most up-to-date guidance.*

Websites for additional public health guidance: