



PERSONAL CARE SERVICES GUIDELINES

RESTORE ILLINOIS
A Public Health Approach To Safely Reopen Our State

PART OF THE BRIDGE PHASE OF THE RESTORE ILLINOIS PLAN

APPLICABLE TO EACH REGION | UPDATED MAY 18, 2021

The Revitalization Phase of the Restore Illinois public health approach to reopening the Illinois economy includes larger gathering sizes, additional businesses reopening and increased capacities. We must all continue to social distance, frequently wash our hands and cover our faces to maintain progress in overcoming COVID-19.

This document is applicable to businesses that meet the following criteria:

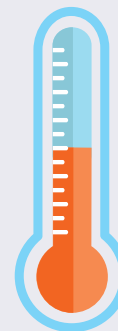
- Hair salons, hair braiders, barber shops, nail salons, spas, massage therapy clinics, waxing centers, tattoo parlors, tanning salons, hair club services, other providers of personal care services, and salons operated by schools of barber, cosmetology, esthetics, hair braiding, and nail technology
- Services for personal care should be limited to:
 - Services which can be performed while customer and employee are wearing a face covering over their nose and mouth, unless either individuals is fully vaccinated
 - If services require a customer who is not fully vaccinated to remove his or her mask, an employee must wear both a face mask and eye protection (e.g. face shield, protective glasses), unless the employee is fully vaccinated
- Use of hair dryers and blow dry services are allowed
- **Note:** organizations that operate across multiple workplace environments should refer to applicable Phase IV guidelines for guidance on those workplaces
- **Note:** AAs of May 14, 2021 personal care workplaces may operate at maximum occupancy of 60% of capacity.
- Capacity restrictions will be reassessed on an ongoing basis throughout Phase IV

Uniform guidelines across businesses, industries and nonprofits within the State of Illinois:

GENERAL HEALTH

i. Minimum guidelines

1. All employees who can work from home should continue to do so
2. Employers should actively encourage sick employees to stay home
3. Employers should encourage staff to [vaccinate](#)
4. Employees who are not fully vaccinated should wear properly fitting face coverings, fitting snugly over their nose and mouth at all times except when able to maintain 6-ft. social distance (cloth masks preferred). Exceptions may be made where accommodations are appropriate – see [IDHR's guidance](#)
5. Employers should provide hand washing capability or sanitizer to employees and if applicable, customers
6. Frequent hand washing by employees, and an adequate supply of soap/ paper towels and/or disinfectant/ hand sanitizer should be available



HR AND TRAVEL POLICIES

i. Minimum guidelines

1. All employees and workers who perform work at the worksite (such as temporary or contract workers) should complete health and safety training related to COVID-19 when initially returning to work. Resources to design a training are posted on the [DCEO Restore Illinois guidelines website](#)
2. Employees should follow [CDC travel guidance](#) to protect themselves and others during business travel
3. Employees should not report to, or be allowed to remain at, work if sick or symptomatic (with cough, shortness of breath or difficulty breathing, fever of 100.4 degrees or above, chills, muscle pain, headache, sore throat, new loss of taste or smell, or other [CDC-identified symptoms](#)), and sick or symptomatic employees should be encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center or other testing locations
4. Employers should clearly explain all paid leave policies and make workers aware that they may be available for benefits if they are sick or symptomatic
5. Employers should be aware that the Occupational Safety and Health Act of 1970 and provisions of state law prohibit employers from retaliating against workers for raising safety or health concerns



ii. Encouraged best practices

1. Provide reasonable accommodation for COVID-19-vulnerable employees, including but not limited to work from home (if feasible), reduced contact with others, use of barriers to ensure minimum distance between others whenever feasible or other accommodations that reduce chances of exposure

HEALTH MONITORING

i. Minimum guidelines

1. Employers should encourage employees planning to enter the workplace to self-screen prior to coming onsite and not to enter the workplace if any of the following are present:
 - a. any symptoms of COVID-19,
 - b. fever equal to or higher than 100.4 degrees Fahrenheit,
 - c. under evaluation for COVID-19 (e.g., waiting for results of a test to confirm infection)
 - d. diagnosed with COVID-19 or test positive for SARS-CoV-2 and not yet cleared to discontinue isolation
 - e. are identified as a close contact to a confirmed case and not yet released from quarantine
2. Employers should post information about the symptoms of COVID-19 in order to allow employees to self-assess whether they have any symptoms and should consider going home
3. Employers may also consider conducting in-person screening of employees upon entry into the workplace to verify no presence of COVID-19 symptoms. Employers should ensure personnel performing in-person screening activities are appropriately protected against exposure to potentially infectious workers entering the facility.
 - a. Resources outlining screening program best practices are posted on the [DCEO Restore Illinois guidelines website](#)
 - b. If employee shift is greater than 5 hours, employers should also consider conducting mid-shift screening to verify no presence of COVID-19 symptoms (in person preferred, though virtually is permitted)
4. If an employee reports having any COVID-19 related symptoms, employers should encourage the employee to seek testing for COVID-19 and contact their health care provider. Employees who test positive for COVID-19 should isolate at home for a minimum of 10 days after symptom onset AND for 24 hours with no fever, without the use of fever-reducing medication, AND improvement of symptoms
 - a. Employers may use the [COVID-19 interim exclusion guidance decision tree for individuals in pre-K, K-12 schools, and day care programs](#) for further guidance on isolation, testing, and return-to-work protocols
5. If more than one employee reports having any COVID-19-related symptoms or tests positive for COVID-19, employers should notify their local health department immediately to report a possible outbreak and discuss outbreak response actions needed
6. If an employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting should be performed according to [CDC guidelines](#)
7. All persons, except for those fully vaccinated or within 90 days of a lab-confirmed COVID-19 illness, identified as [close contacts](#) should be placed in quarantine as determined by the local health department. Employers should notify employees who have been exposed. Employers should not identify an employee who tested positive by name
8. Any employee who has had close contact with any other person who is diagnosed with COVID-19 should seek testing for COVID-19 and quarantine for 7-14 days in accordance with CDC guidelines and as indicated by the local health department. All other employees should be on alert for symptoms of fever, cough, or shortness of breath and taking temperature if symptoms develop



Guidelines specific to care services businesses:

PHYSICAL WORKSPACE

i. Minimum guidelines

1. Service provider should [display signage](#) at entry with face covering requirements, social distancing guidelines, cleaning protocols, and any reduced capacity limit, in multiple languages as needed
2. Service provider should configure space to allow for at least 6-ft. of distance between customers
3. Service provider employees who are not fully vaccinated should maintain social distance to the extent possible while performing services
4. Service provider should configure any seating to be 6-ft apart to allow for social distancing
 - a. Any surfaces in waiting area (e.g., seats) touched by customers should be routinely cleaned and disinfected as needed, [according to CDC recommendations](#)

ii. Encouraged best practices

1. Display visual markers 6-ft. apart at customer queue points
2. If practical, install impermeable barriers between work stations
3. If practical, implement touchless transactions
4. Reduce number of items on surfaces to allow for easier cleaning, including any retail items available for purchase
5. Remove shared products (e.g., beauty testers) from displays and discourage handling of display items
6. Make hand sanitizing products available for employee and customer use
7. Where building management practices allow, increase air turnover rates in occupied spaces and increase outside make-up air to the maximum extent practical



DISINFECTING/CLEANING PROCEDURES

i. Minimum guidelines

1. Cleaning and disinfecting of premises should be conducted based on the risk of transmission from contaminated surfaces according to the [CDC](#)
2. Clean common areas (e.g., restrooms, cafeterias), high-touch surfaces (e.g., entry/exit doorknobs, stair railings), and individual workstations with soap or detergent at least once per day
 - a. Consider more frequent cleaning in circumstances that may increase the risk of infection from contaminated surfaces, such as:
 - i. high COVID-19 transmission in the community,
 - ii. low number of people wearing masks (such as young children),
 - iii. infrequent hand hygiene, or
 - iv. occupancy by populations at increased risk for severe COVID-19 illness (e.g., older adults, people with certain underlying medical conditions)
3. If there has been a sick person or someone suspected or confirmed to have COVID-19 in the space within the last 24 hours, disinfect common areas, high-touch surfaces, and individual workstations with a [surface disinfectant approved by the U.S. Environmental Protection Agency](#) after cleaning with soap and detergent
4. All required disinfecting, cleaning, or sanitizing activities to be conducted by employees should be within their normal workday or during otherwise compensated time



STAFFING AND ATTENDANCE

i. Minimum guidelines

1. Maximum of 60% of capacity
 - a. For salon suites, capacity limits should be applied within each suite
2. Service provider employees who are not fully vaccinated should social distance from customers while not performing services
3. Service provider should limit the occupancy of common areas/ break rooms to allow for social distancing of 6-ft or greater by removing/ decommissioning furniture or staggering break times; this guideline is not intended to diminish employees break time requirements

ii. Encouraged best practices

1. If practical, alter hours of operation to adequately spread out customer traffic and allow for additional cleaning time
2. Stagger shift start and end times to minimize congregation of employees during changeovers
3. If practical, group employees in clusters and schedule groups on same shifts to reduce cross-team exposure



EXTERNAL INTERACTIONS

i. Minimum guidelines

1. Before allowing external supplier or non-customer visitor to enter, or while requiring them to wait in a designated area, service provider should ask whether external supplier or non-customer visitor is currently exhibiting COVID-19 symptoms
 - a. If practical, service provider should take external supplier or non-customer visitor temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)
2. Service provider should keep log of all external suppliers who enter premises
3. Suppliers and other non-customer visitors who are not fully vaccinated should wear face coverings over their nose and mouth when entering premises (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)



ii. Encouraged best practices

1. Limit contact between external suppliers/ non-customer visitors and employees

CUSTOMER BEHAVIORS

i. Minimum guidelines

1. Reservation only, no walk-ins
2. Customers who are not fully vaccinated should wear face coverings over their nose and mouth (exceptions can be made for people with medical conditions or disabilities that prevent them from safely wearing a face covering)
3. If customer has COVID-19 symptoms, they should wait to enter premises until they have had no fever for at least 72 hours, other symptoms have improved, and at least 10 days have passed since their symptoms first appeared



ii. Encouraged best practices

1. If practical, customers should wait for services off premises
2. Before allowing entrance, service provider asks whether customer is currently exhibiting COVID-19 symptoms
 - a. If practical, employer should take customer temperature using thermometer (infrared / thermal cameras preferred, touchless thermometers permitted)

If you have questions or need additional support:
Please call our hotline at 1-800-252-2923
or e-mail us at ceo.support@illinois.gov
or return to illinois.gov/businessguidelines

Additional Resources:

- [AIHA Workplace Cleaning for COVID-19 Guidance Document](#)
- [CDC Interim Guidance for Businesses and Employers](#)
- [CDC Workplace Decision Tool](#)
- [CDC Guidance for Reopening Buildings After Prolonged Shutdown or Reduced Operation](#)
- [IDPH Releasing COVID-19 Cases and Contacts from Isolation and Quarantine](#)
- [IDPH Testing Guidance](#)
- [IDPH FAQs](#)
- [Symptoms of Coronavirus](#)
- [IDHR FAQ for Businesses Concerning Use of Face-Coverings During COVID-19](#)
- [CDC Guidelines on Cleaning and Disinfecting Your Facility](#)
- [CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [EPA Disinfectants for Use Against SARS-CoV-2](#)