

COVID-19 Personal Services Facility Recommendations

COVID-19 Background Information:

- COVID-19 is believed to be spread mainly by coughing, sneezing or direct contact with someone who is sick with COVID-19 or with surfaces they have recently touched.
- Common symptoms include cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath.
- For general information on COVID-19 including access to the online self-assessment tool, please visit our [AHS website](#). For more advice about symptoms or exposures call Health Link at 811.

Personal Service Workers should:

- Practice excellent personal hygiene at all times.
- Wash hands even if you have no symptoms of illness:
 - before starting work
 - before providing any personal services to a client
 - after providing any personal services to a client
 - after handling waste
 - after cleaning duties
 - after using the toilet
 - after blowing your nose, sneezing or coughing
 - after eating, drinking, or smoking
 - after handling money
- Follow respiratory hygiene best practices by covering your mouth when coughing or sneezing and washing hands afterwards. Avoid touching your eyes, nose or mouth.
- Self-isolate for 14 days if you have returned from travel outside of Canada.
- If you have symptoms such as fever, cough, extreme tiredness and shortness of breath, self-isolate and call Health Link 811 for assessment.
- Don't provide services to clients with symptoms such as cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath. Ask the client to return home immediately, self-isolate and contact Health Link at 811 for assessment..

Facility Owners and Managers should:

- Ensure staff have information about the COVID-19 outbreak and the preventative measures noted above.
- Ensure that the facility is properly supplied to practice effective hand hygiene and supervise personal service workers to confirm hygienic practices are being followed.

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- Have a clear sick/illness policy. For example, policy/signage about staying home when sick, and remind personal service workers and clients how to cover coughs and sneezes to prevent spread of infection.
- Post signage for workers and clients to practice hand hygiene in common areas such as workplace entrances, restrooms and employee break rooms.

Recommendations on Services:

- Facilities should try to follow social distancing recommendations (2 meters) and restrict personal service activities that could be booked at a later date.
- Facilities should restrict services that require using equipment that is difficult or cannot be properly cleaned and disinfected between clients (e.g. make up brushes).

Additional Measures to Protect Staff and Clients:

- Keep hand sanitizer stocked and readily available to clients at entrance door. If hand sanitizer is not available, encourage handwashing in washrooms.
- Keep washrooms stocked with soap and paper towels.
- Post [signage](#) that:
 - asks clients to reschedule if they have just returned to Canada from travelling within the last 14 days or have flu-like symptoms such as cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath.
 - encourages self-isolation when feeling sick and hand hygiene.
 - indicates how the business is cleaning and disinfecting environmental surfaces.
- Continue to be diligent in routine cleaning and disinfecting of work surfaces and applicable personal services equipment.
- Increase cleaning and disinfecting frequency of high touch surfaces in public areas such as door handles, railings, restroom surfaces, cash machines, etc. Follow [environmental cleaning recommendations](#) from AHS.

For more information, please contact your nearest Environmental Public Health office.

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Calgary Main Office
Lethbridge Main Office

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403-943-2288
403-388-6689

Grande Prairie Main Office
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