

Personal Care Services
Attachment G
Issued April 22, 2020
Effective April 24, 2020
Revised April 29, 2020
Part of Phase I

By: Governor Mike Dunleavy 
Commissioner Adam Crum  Alaska Department of Health and Social Services
Dr. Anne Zink  Chief Medical Officer, State of Alaska

- I. Applicability:** This section applies to personal care services including, but not limited to, the following business types:
- i. Hair salons and hairdressers;
 - ii. Day spas, permanent cosmetic colorists, estheticians, and esthetics locations;
 - iii. Nail salons and manicurists;
 - iv. Barber shops and barbers;
 - v. Tattoo shops and tattoo artists;
 - vi. Body piercing locations and body artists;
 - vii. Tanning facilities;
 - viii. Rolwing;
 - ix. Reiki;
 - x. Lactation consultants;
 - xi. Acupressure.
 - xii. Personal Care Services can resume if they meet all of the following requirements:
- II.** Personal Care Services can resume if they meet all of the following requirements:
- a. Compliance with Licensing and Board Direction: Nothing in this mandate or any attachment shall be construed to waive any existing statutory, regulatory, or licensing requirements applicable to providers or businesses operating under this attachment. Service providers should consult their licensing board for additional direction on standards for providing services.
 - b. Business owners and licensees of state boards may opt to require more stringent safety and sanitation measures when reopening.
 - c. Social Distancing:
 - i. Reservations only. Walk-ins prohibited.
 - ii. No person is allowed to stay in waiting areas. Waiting areas should not have any magazines, portfolios, or catalogues. No beverage service can be provided. To reduce potential viral transmission, service providers should advise customers to limit the number of items they bring into the shop. Service providers may require items to be left in a designated location near the entry.
 - iii. Only the customer receiving the service may enter the shop, except for a parent or guardian accompanying a minor, a guardian ad litem, or someone with legal

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power of attorney accompanying an individual with disabilities. Drivers, friends, and relatives cannot enter the business.

- iv. There is generally a limit of one customer per staff person performing personal care services (customer-employee pair). Providers are allowed to have more than one customer if they are at separate work stations, services are provided during discrete blocks of time, and all mandated separation and sanitation is maintained. (Example: a stylist has Client A for a color, Client A sits by themselves for 30 to 45 minutes, the stylist can move to another workstation and perform personal care services on Client B.
 - v. No more than ten clients, or 25 percent maximum business occupancy as required by law, are permitted at any one time, whichever is smaller. All social distancing rules apply at all times.
 - vi. Social distancing of at least six feet between customer-employee pairs is required.
 - vii. Workstations must be greater than six feet apart to ensure minimum social distancing is maintained.
 - viii. Customers must receive pre-visit telephonic consultation to screen for symptoms consistent with COVID-19, recent travel, and exposure to people with suspected or confirmed COVID-19. Stand questions include:
 - 1. Have you been confirmed positive for COVID-19?
 - 2. Are you currently experiencing or recently experienced any acute respiratory illness symptoms such as fever, cough, or shortness of breath?
 - 3. Have you knowingly been in close contact with any persons who have been confirmed positive for COVID-19?
 - 4. Have you knowingly been in close contact with any persons who have traveled and are also exhibiting acute respiratory illness symptoms?
 - ix. Workstations must be greater than six feet apart to ensure minimum social distancing is maintained.
 - x. If a client is exhibiting symptoms, has been in contact with a COVID-19 patient, has traveled outside Alaska in the last 14 days, or presents high-risk factors for contracting COVID-19, a provider may refuse service at that time and reschedule in the future.
- d. Hygiene Protocols:
- i. Licensees of the Board of Barbers and Hairdressers are required to follow all safety and sanitation statutes and regulations. The links below provide every day and COVID-19 compliance information.
 - 1. <https://www.commerce.alaska.gov/web/portals/5/pub/BandHStatutes.pdf>
 - 2. https://www.commerce.alaska.gov/web/portals/5/pub/bah_18AAC.23.pdf

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3. <https://dec.alaska.gov/media/1054/18-aac-90.pdf>
- ii. Any sanitation protocols required in state licensing statutes or regulations that are more stringent than those listed in this mandate must be followed.
- iii. Establish a COVID-19 Mitigation Plan that lists the steps the location/provider is taking to protect staff and the public. This plan should include the steps listed in this document.
- iv. Entryway signage notifying the public of the business's COVID-19 Mitigation Plan and stating clearly that any person with symptoms consistent with COVID-19 may not enter the premises.
- v. The COVID-19 Mitigation Plan must include the following steps, at a minimum:
 1. Handwashing capability or sanitizer must be provided.
 2. Service providers/licensees must wear cloth face coverings, at a minimum. Face coverings must be worn before, during, and after service delivery.
 3. Customers must wear cloth face coverings and wash or sanitize hands upon arrival. Face coverings worn by customers may be removed for no more than five minutes at a time when necessary to perform services, but must be worn at all other times, including when entering and exiting the shop.
 4. Employees must wash their hands frequently and thoroughly, including before and after each client, using an adequate supply of hot water with soap.
 5. Owners/employees must clean and disinfect frequently touched surfaces periodically through the day, at least every four hours. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
 6. Workstations, chairs, tools, shampoo bowls, and anything within six feet of client seat must be cleaned and disinfected after each patron.
 7. Visibly dirty surfaces must be cleaned immediately.
 8. Customer capes are single-use only or need to be cleaned and disinfected before re-using.
 9. All tools must be kept in closed containers and labeled properly.
- e. Staffing/Operations:
 - i. The shop owner is responsible for supplying personal protective equipment and sanitation supplies to its employees.
 - ii. Contractors, such as booth renters, are responsible for providing their own equipment and for maintaining all shop safety and sanitation requirements during the hours they are working.
 - iii. It is highly recommended that licensed shop owners and independent contractors leasing space in the shop enter into a written agreement regarding

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PPE and sanitation supplies. The shop owner should ensure that this agreement is posted in the shop's COVID-19 Mitigation Plan.

- iv. If a provider cannot obtain supplies necessary to reopen under normal conditions, plus the provisions of this mandate, a delayed opening is required.
 - v. Provide training for employees regarding these requirements and the COVID-19 Mitigation Plan.
 - vi. Conduct pre-shift screening and maintain staff screening log. The client pre-screening questions are adequate, and providers are not required to take employee temperatures.
 - 1. No employee displaying symptoms of COVID-19 will provide services to customers. Symptomatic or ill employees may not report to work;
 - 2. No employee may report to the work site within 72 hours of exhibiting a fever.
 - vii. Employer must establish a plan for employees getting ill and a return-to-work plan following CDC guidance, which can be found online at:
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
 - viii. Licensed schools may reopen if they can meet the requirements of Mandate 016, Attachments D, G, or H, depending on their operational configuration. If a school owner is unsure after reviewing existing mandate guidance for general businesses and personal care services, contact the [Alaska Board of Barbers and Hairdressers](#).
<https://www.commerce.alaska.gov/web/cbpl/ProfessionalLicensing/BoardofBarbersHairdressers.aspx>
 - ix. No employee displaying symptoms of COVID-19 will provide services to customers. Symptomatic or ill employees may not report to work;
 - x. No employee may report to the work site within 72 hours of exhibiting a fever.
 - xi. Employer must establish a plan for employees getting ill and a return-to-work plan following CDC guidance, which can be found online at:
<https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
- f. Cleaning and Disinfecting:
- i. Cleaning and disinfecting must be conducted in compliance with CDC protocols weekly or, in lieu of performing the CDC cleaning and disinfecting, the business may shut down for a period of at least 72 consecutive hours per week to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.
 - ii. When an active employee is identified as being COVID-19 positive by testing, CDC cleaning and disinfecting must be performed as soon after the confirmation of a positive test as practical. In lieu of performing CDC cleaning and disinfecting, businesses may shut down for a period of at least 72

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consecutive hours to allow for natural deactivation of the virus, followed by site personnel performing a comprehensive disinfection of all common surfaces.

- iii. CDC protocols can be found online at: <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html> and <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>.

III. Personal Care businesses are encouraged to follow additional best practices:

- a. Cashless and receiptless transactions.
- b. Customers enter and exit through different entries using one-way traffic, where possible.
- c. Reserved hours for operation limited to high-risk populations.
- d. A manager or shop owner should be on site during business hours at all times.