

# PART 3:

## Reopening Action Checklist

*Personal Services*

### OVERVIEW

This portion of your SMART Business Reopening Toolkit provides an industry-specific Re-Opening Action Checklist, broken down as follows:

- [Prior to Opening](#)
  - [For Your Establishment](#)
  - [For Restrooms](#)
  - [For Your Employees](#)
  - [For Your Customers, Vendors, & Suppliers](#)
- [Operational Checklist](#)
  - [Before Open Hours](#)
  - [During Open Hours](#)
  - [Personal Service Appointments](#)
- [Indoor Environmental Quality \(IEQ\) Considerations](#)
- [Tips & Best Practices for Offices & Professional Services](#)
- [Additional Sources](#)



# PRIOR TO OPENING

## For Your Establishment

- Gather items on the recommended Equipment Checklist  
*Note: See Part 4 of the Reopening Toolkit*
- Calculate your building's occupancy:  $Fire\ code \times 0.5$   
*Note: This excludes one-to-one service in enclosed rooms*
- Thoroughly inspect facilities for any damage or issues caused by vacancy including mechanical, air, and water systems  
*Note: Signs of water damage include stained ceiling tile, bubbling paint, carpet damage, and buckled floor*
- Check filters to ensure they are within service life and appropriately installed and increase ventilation rates where feasible, such as utilizing UV filters with a higher MERV rating
- Thoroughly detail-clean and sanitize the entire facility, focusing on high-contact areas. But don't forget seldom-touched surfaces as well  
*Note: For leased properties, work with your landlord and your local jurisdiction to obtain early access*
- Consider eliminating reception seating areas and requesting that guests phone ahead or install a plastic partition at the reception area
- Review floorplans and remove or reconfigure seats, furniture, and workstations as needed to preserve recommended physical distancing
- Reconfigure workstations so that employees do not face each other, or establish partitions if facing each other cannot be avoided
- Reconfigure break rooms to eliminate tables, chairs, and/or other forms of density
- Temporarily replace amenities that are handled with high contact frequency, such as water coolers, coffee makers, and bulk snacks, with alternatives, such as touchless sensor water dispensers, requesting workers bring in their own water bottles/coffee mugs, providing individually wrapped snacks, and/or consider using signage to deter use of such amenities
- Develop a protocol for any physical sign-off requires to avoid close contact and limit the common use of writing instruments or else sanitize and disinfect writing instruments after each use
- Place conspicuous signage at entrances and throughout the office alerting staff and customers to the required occupancy limits, six-foot physical distancing guidance, and policy on face coverings



- Post clear signage (including maximum occupancy) and/or physical barriers to regulate the use of common areas
- Ensure that authorized access to the business made is primarily through the front door
- Ensure that hand sanitizer with at least 60% alcohol is be available and distributed throughout the facility and in company vehicles
- Ensure that tissues and trash cans are placed throughout the business

### **For Restrooms**

- Doors to multi-stall restrooms should be able to be opened and closed without touching handles if at all possible and, if the door cannot be opened without touching the handle, place a trash can by the door
- For single restrooms, provide signage and materials (paper towels and trash cans) for individuals to use without touching the handles, and consider providing a key so disinfection measures can be better controlled
- Provide paper towels in restrooms and disconnect or tape-off hand air dryers
- Post handwashing signs in restrooms
- Place signs indicating that toilet lids (if present) should be closed before flushing

### **For Your Employees**

- Send clear communication to all employees on new COVID-19 safety protocols for the workplace
- Send employees a copy of the Screening Questionnaire (found in Part 6: Required Forms & Signage) so that they can self-report symptoms
- Train all employees on the importance of frequent hand washing, the use of hand sanitizers with at least 60% alcohol content, and give them clear instructions to avoid touching hands to face
- Test employee self-reporting communication systems
- Post signage of new Employee guidelines and best practices



### **For Your Customers, Vendors, and Suppliers**

- Implement Policies and Procedures (See Part 5: Safe Work Plan & Procedures)
- Move the electronic payment terminal/credit card reader farther away from the cashier, if possible, to increase the distance between the customer and the cashier
- Post a notice for walk-up guests regarding access to the facility, including a phone number guests can call to determine the availability of services, if not currently available, and a disclaimer of guest requirements (such as face coverings, screening questions, etc.) to enter the office if the service is available
- Remind third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Consider transitioning to contactless signatures/e-signatures for deliveries
- Adjust store delivery windows to spread out deliveries



# OPERATIONS CHECKLIST

## **Before Open Hours**

- Clean and disinfect common areas, such as lobbies, check-in/front desk, kitchens, and break rooms, by disinfecting all surfaces and high-touch objects such as door handles, phones, registers, remotes, writing utensils, and visitor-facing electronics
- All linens, towels, drapes, smocks, etc., must be laundered in accordance with [WAC 308-20-110](#), if applicable

## **During Open Hours**

- Routinely clean and disinfect high-touch surfaces after each use, including the reception area, personal work stations, mirrors, chairs, headrests and armrests, dryers, shampoo bowls, hand tools, other equipment, handrails, restrooms, and breakrooms, using soapy water, followed by the appropriate disinfectants
- Discard porous and soft surface tools after each use, as they cannot be disinfected
- Before and after each employee shift, ensure that employee handhelds/wearables (such as scanners, radios, or other work tools and equipment) are properly cleaned
- Sanitize and disinfect any human-machine interfaces such as keyboards, buttons, etc., between users as well as standard tools like brooms, mops, and vacuums need to be sanitized and disinfected after each use, especially between two separate users
- Routinely ensure hand sanitizer and cleaning supplies are frequently replenished.
- Monitor tissue supply and no-touch trash receptacles
- Ensure restrooms are frequently cleaned and appropriately disinfected throughout the day.
- Disinfect coffee machines, refrigerator handles, and ice machines at least three times per day (at opening, at lunch, and at closing)
- Water/beverage faucets that require workers to operate them with their hand should be disinfected three times per day (at opening, at lunch, and at closing)
- All silverware and dinnerware should be cleaned in the dishwasher to ensure thorough cleaning and disinfection



- ❑ Silverware should be stored in a way so that adjacent silverware is not easily touched when a worker is retiring a piece or, if silverware and dishes cannot be kept clean and separate, disposable options are recommended

### **Personal Service Appointments**

- ❑ Have the client self-screen for signs and symptoms of COVID-19 before arriving at the service provider location
- ❑ Disallow client guests, unless they are accompanying children younger than 16 for an appointment
- ❑ Have clients advise personal service providers via call, email, or text that they have arrived at the location for the appointment and are waiting for instructions to enter
- ❑ Have clients to put on a facemask prior to leaving their vehicle and to be prepared to wash their hands for at least 20 seconds prior to starting their service
- ❑ Require the service provider to wear a clean cape or gown as well as provide each client with a clean cape or gown  
*Note: Gowns must be laundered as noted above, or be disposable and thrown away after a single-use*



# IEQ CONSIDERATIONS

Employers and business owners may find that they are having to deal with **IEQ (Indoor Environmental Quality)** issues because workplaces have not been occupied or maintained in response to stay-at-home orders.

Common IEQ issues include:

- Water damage
- Odors
- Pests and rodents
- Irritation from cleaners and disinfectants
- Employees feeling ill while at work
- Ensuring proper ventilation during the pandemic
- Varying pressures across workplace
- Humidity and temperature at an uncomfortable setting

The American Industrial Hygiene Association (AIHA) has previously developed guidance for COVID-19-related building closures. For more information, please visit: [https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Public-Resources/RecoveringFromCOVID-19BuildingClosures\\_GuidanceDocument.FINAL.pdf](https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Public-Resources/RecoveringFromCOVID-19BuildingClosures_GuidanceDocument.FINAL.pdf)



## TIPS & BEST PRACTICES

- Arrange contactless pay options, wherever possible. Limit payments for service to be through credit or debit cards or a touchless system to reduce the handling of cash
- Shampoo bowl etiquette includes covering the face of the client with a towel while shampooing to protect their mouth, nose, and eyes.
- Ensure staff has sufficient time to rest, sanitize, and restock inventory.
- Design a process to ensure guests stay separate while waiting to be seated.
  - This can include floor markings, outdoor distancing, waiting in cars, etc.
  - Consider a reservations-only model or call-ahead seating to better space diners
  - Consider implementing protocols and/or using technology to text or call guests when to-go orders or tables are ready

## ADDITIONAL SOURCES

- [Governor WA Phase 2 Personal Services COVID-19 Requirements](#)

