REOPEN Connecticut®

SAFER. STRONGER. TOGETHER.

Governor Ned Lamont

Best Practices for Reopening

March 19, 2021

BEST PRACTICES FOR REOPENING

GOAL
Proactively protect public health and speed up the pace of economic, educational, and community recovery while restoring Connecticut's quality of life.

1 SAFETY FIRST

We will reopen society safely and securely with a proactive program that safeguards the health of our vulnerable residents, continues physical distancing, and provides clear safeguard rules for businesses and institutions deemed safe to reopen.

2 SCIENCE-DRIVEN

Our strategy will rely on a scientifically validated set of public health interventions. Patient assessment, testing, proactive tracing, field studies, and public health guidance will be deployed simultaneously to contain infection.

3 PREPARED

We will work closely with hospitals and health systems to procure and distribute critical personal protective equipment, and assess capacity of beds and ventilators to ensure optimal standard of care.

4 CHOICE

Individual businesses within sectors allowed to open are empowered to make their own choice on when they reopen. When they open, they must comply with rules we lay out to safeguard their employees and customers.

5 DYNAMIC

We include a suite of tools to inform an adaptive plan that can be nimbly scaled or rolled back rapidly based on real-time critical health metrics.

BEST PRACTICES FOR REOPENING

HOW WE WILL OPEN OUR ECONOMY SAFELY

Our plan to open the economy will address two factors:

WHAT businesses can open and when.
HOW businesses must operate **if they choose to open.**

WHAT:

- We know that some businesses put employees and customers at greater risk of transmission.
- We will prioritize opening businesses that pose a lower transmission risk and drive outsized impact on the economy.
- Transmission risk is defined as contact intensity and modification potential of businesses.
  - Contact intensity considers contact proximity, contact length, and number of contacts.
  - Modification potential considers the businesses' ability to socially distance and sanitize in accordance with regulations.
- We will assess the impact on state economic health with a focus on number of employed individuals, total GDP impacted, and impact on small businesses that make up the backbone of our economy.

HOW:

- We will provide clear operational guidance to businesses on how to reopen while ensuring the safety of both employees and customers.
- Guidance will include social distancing and hygiene, as well as the use of personal protection – for business operators, workers, and customers.
- The goal is to not only open safely, but create confidence in our society across employers, employees, and customers.
- The level of guidance will gradually become less restrictive over time, as our confidence in the ability to monitor and contain the disease increases.

BEST PRACTICES FOR REOPENING

WHAT: SECTOR REOPENING OVER TIME

The state will open its economy with a gradual approach.
The first set of businesses started reopening when we saw a sustained 14-day decline in hospitalizations, had adequate testing capacity, had a contact tracing system in place, and had procured sufficient PPE. The timing for that reopen was May 20th, 2020.

ALWAYS OPEN	Manufacturing Construction Real estate	Utilities Essential retail Child care	Hospitals
MAY 20TH	Restaurants (outdoor only, no bar areas) Outdoor recreation (limited capacity)	Remaining retail Offices (continue WFH where possible)	Museums, Zoos (outdoor only) University research
JUNE 1ST	Hair salons, Barbershops		
JUNE 17TH	Restaurants (outdoor, indoor, no bar areas) Hotels/Lodging All personal services Indoor recreation	Sports, Sports clubs & complexes, Gyms, Fitness centers, Pools Outdoor arts, Entertainment, Events (limited capacity)	Amusement parks Libraries Museums, Zoos, Aquariums Social clubs
JULY 20TH	Indoor events	Outdoor events	
SEPTEMBER 1ST	Senior Centers		
OCTOBER 8TH	Indoor Performing Arts Venues		

BEST PRACTICES FOR REOPENING

HOW: SAFEGUARDS

As we continue to reopen businesses, we will open at our strictest controls on business operations and societal interaction. This will include, among other measures:

- Strict cleaning and disinfection protocols in all settings.
- Those who can work from home should continue to do so.
- Those in high-risk groups (comorbidities) and over the age of 65 should continue to stay safe and stay home.
- Facemasks should continue to be worn in public at all times.
- Social gatherings will be restricted in accordance to the Governor's executive order.

As we see progress on a defined set of public health metrics (detail to follow), we will gradually loosen safeguards. This will allow for the next set of businesses to open and potentially for businesses already open to operate with additional leeway. We expect this will occur over the coming months.

As always, we will make decisions based on data and science. Our plan intentionally allows for sufficient time for learning, adoption of behaviors, and ultimately the achievement of improved health metrics that create the necessary environment for new business operations. If public health metrics deteriorate, the State may choose to revert back to stricter safeguards.

PERSONAL SERVICES

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PERSONAL SERVICES

OVERVIEW

As Connecticut's Personal Services reopen, the most important consideration will be the health and safety of employees and patrons. Personal Services are a high-contact environment that necessitates interaction in violation of social distancing rules; however, adherence to the rules developed by the State of Connecticut can mitigate the risk this contact poses. Businesses shall exercise caution throughout the reopening, ensuring strict adherence to the protocols listed on the Sector Rules for Reopening webpage. Those businesses that are not able to meet these, shall delay opening until they are able.

While these best practices provide a way for Personal Services to reopen as safely as possible, risks to customers and employees cannot be fully mitigated. Customers who choose to visit Personal Service establishments during this time should be aware of potential risks. Individuals over the age of 65 or with other health conditions should not visit Personal Service establishments, but instead continue to stay home and stay safe.

Businesses shall take these best practices as the minimum baseline of precautions needed to protect public health in Connecticut. Individual businesses should take additional measures as recommended by industry guidelines or by common sense applied to their particular situation. We urge customers to stay vigilant and pay attention as to whether establishments they frequent are faithfully implementing state requirements.

The Personal Services best practices outlined in this document apply to any practitioner providing these types of services, including licensed nursing or medical personnel, and regardless of location (e.g. medspa, salon, medical office).

STATE GUIDANCE FOR PERSONAL SERVICES

These best practices are intended to help personal service businesses safely get back to work. The information here can be supplemented with guidance from professional organizations and by other industry groups, some of which are listed below. These best practices may be updated.

FURTHER RESOURCES

International Spa Association
https://experienceispa.com/images/pdfs/ISPA_Reopening_Checklist.pdf

Association of Professional Piercers
https://www.safepiercing.org/psa_covid-19.php

Alliance of Professional Tattooists
https://safe-tattoos.com/tattoos-%26-covid-19

Professional Beauty Association
https://www.probeauty.org/docs/default-source/coronavirus-documents/pba-back-to-work-guidelines.pdf?sfvrsn=4afa9a9b_12

ISPA
http://massagetherapy.nv.gov/uploadedFiles/massagetherapnv.gov/content/About/Board_Meetings/2020/Item7-ISPASpaSanitationHygieneStandards.pdf

FSMTB
https://www.fsmtb.org/media/2319/fsmtb20200519guidelinesforpracticecovid-19.pdf

Floating
https://www.floatation.org/blog

OSHA
https://www.osha.gov/Publications/OSHA3990.pdf

PERSONAL SERVICES

PLAN FOR REOPENING
Share these rules with your employees and inform them of any additional specific measures being taken in response to COVID-19.

PROGRAM ADMINISTRATOR
Appoint a program administrator who is accountable for implementing these rules.

TRAINING
The employer should institute a training program and ensure employee participation in the program. The training should be provided at no cost to the employee and during working hours. The training materials should be presented in the language and at the literacy level of the employees. Employers should continuously update staff on changes to these best practices. The training should include:

- Best practices outlined in this document
- Protocols on how to clean and use cleaning products (including disinfectants) safely
- Additional guidance can be found here:
  https://osha.washington.edu/sites/default/files/documents/FactSheet_Cleaning_Final_UWDEOHS_0.pdf

NOTE: Ensuring subcontractors are trained is also the responsibility of the employers.

CLEANING PLAN
Develop cleaning checklists that incorporate these rules. Ensure it is clear which employees are responsible for implementing the plans.

THOROUGH CLEANING
Complete a thorough cleaning of facility prior to reopening, including, but not limited to:

- Bathrooms, chairs and tables, tools, rolling carts

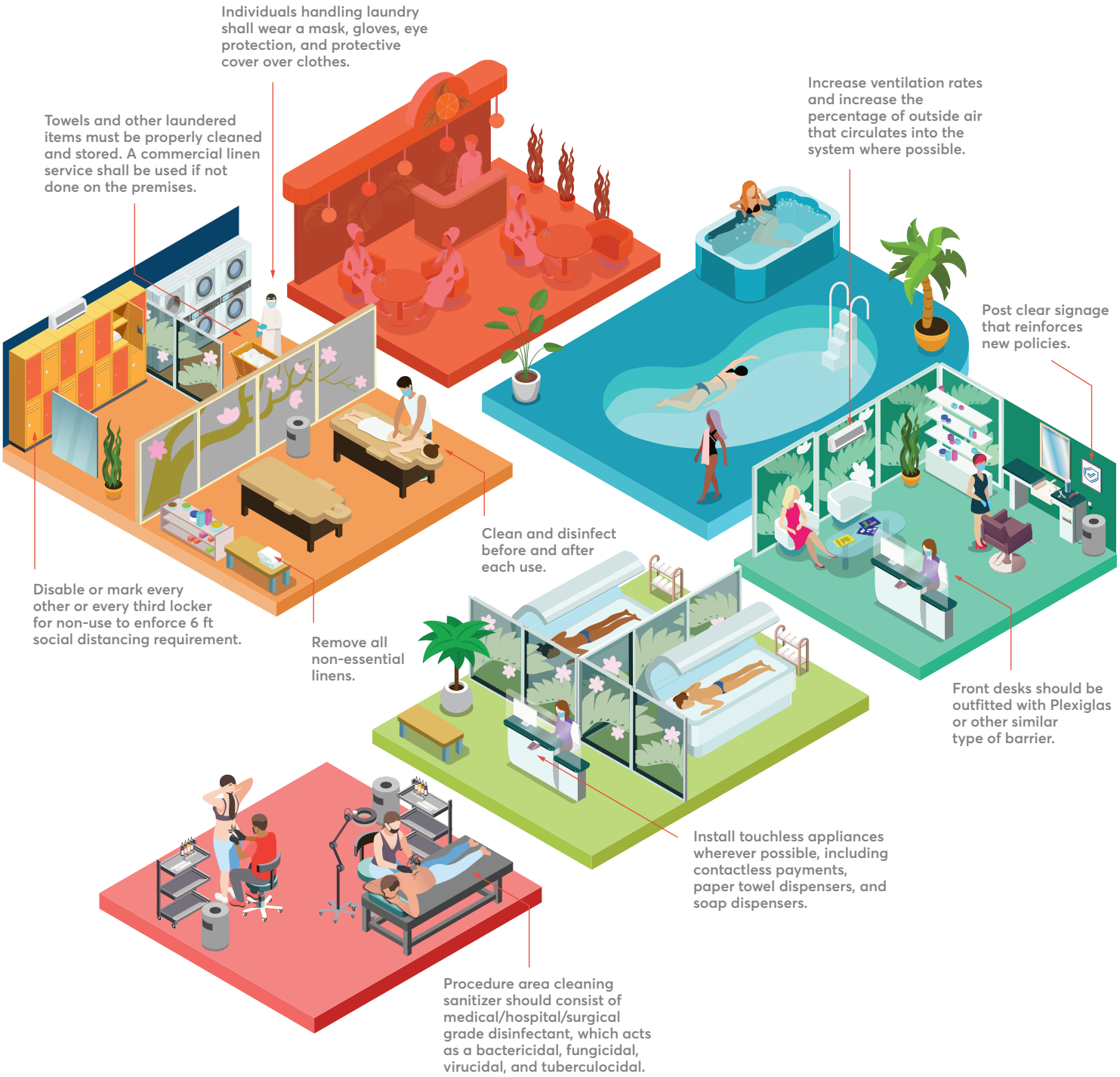
LOG EMPLOYEES
Maintain a log of employees on-premise over time, to support contact tracing.

PERSONAL PROTECTION
Estimate required personal protection for employees and begin procuring.

SHIFTS
Stagger shift start/stop times and break times to minimize contact across employees.

CERTIFICATION
Complete the self-certification on the DECD website to receive a Reopen CT badge. Once complete, businesses can choose to post the badge on-site and on social media to advertise adherence to CT rules and build customer confidence.

PERSONAL SERVICES



PERSONAL SERVICES

SIGNAGE

Post clear signage that reinforces new policies (include signage in multiple languages where employees and/or clientele are not native English speakers), e.g.:

- Visits by appointment only
- Social distancing, cleaning, and disinfection protocols
- Personal protection protocols (facemasks, gloves) for customers and employees
- Employees should stay home if sick/experiencing symptoms
- Customers should not enter if they are experiencing symptoms
- Additional signage can be found here:

https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/COVID-19-Signage-for-Download

VENTILATION

For facilities with central ventilation systems, increase ventilation rates and increase the percentage of outdoor air that circulates into the system where possible. For facilities where a central ventilation system is not used, window air conditioning units or unit ventilators should be adjusted to maximize fresh air intake into the system; blower fans should be set on low speed and pointed away from room occupants to the extent possible. Ceiling fans should be adjusted so that fins are rotating in a direction that draws air up toward the ceiling rather than down onto occupants. Window fans should be turned to exhaust air out of the window in the direction of the outdoors. Window fans that blow air into a room or free-standing fans that only serve to circulate existing air around a room should not be used.

DISCRETE WORK ZONES

Where possible, segment the workspace into discrete zones, prevent movement between zones, and close spaces where employees congregate.

TREATMENT ROOMS

Alternate treatment rooms so that no two patients are treated in the same physical space consecutively. If this cannot be done, ensure enough time in-between clients to properly clean and disinfect.

PERSONAL SERVICES

WORKSTATION SETUP

Rearrange space to maintain 6 ft of distance between customers and limit movement of employees within facility.

- Stagger workstations.
- Install physical barrier where possible (e.g. Plexiglas partitions for nail service between customer and employee).
- Ask customers to wait in cars until appointment time and close waiting rooms.

SOCIAL DISTANCING MARKERS

Install visual social distancing markers to encourage customers to remain 6 ft apart (e.g. at reception desk).

FRONT DESK

Front desks should be outfitted with Plexiglas or other similar type of barrier.

NON-ESSENTIAL AMENITIES

Close or remove amenities non-essential to businesses' main function, including:

- Magazines, pamphlets, other waiting room materials
- Customer-facing water and coffee machines

SHARED EQUIPMENT

Ensure employees do not share equipment to the extent possible. If shared, clean after each use.

TOUCHLESS APPLIANCES

Install touchless appliances wherever possible, including:

- Contactless payments
- Paper towel dispensers
- Soap dispensers
- Trash cans (ensure bins have lids)

PERSONAL SERVICES

HOTLINE FOR VIOLATIONS

Post clear signage that includes the state hotline (211) for employees and customers to report potential violations of these rules.

MENU

Businesses are strongly encouraged to use no-touch or disposable options for menus (e.g. phone app, whiteboard). If no-touch or disposable options are not utilized, businesses must sanitize menus between uses.

HIGH TRAFFIC AREAS

High traffic areas that require the opening of doors should be propped open to prevent repeated touch (exceptions include entrance to the facility, private rooms, fire safety protocols).

WAITING ROOMS, LOBBIES, RELAXATION LOUNGES, ETC.

Should be closed.

- Develop a process for guests to forgo access to any communal areas and go directly to their treatment room/area.

LOCKER ROOMS

Disable or mark every other or every third locker for non-use to enforce 6 ft social distancing requirement.

- Facilities where lockers are assigned to members are not required to disable lockers but must enforce social distancing requirement
- Remove any casual seating other than benches by lockers as necessary
- Showers allowed
  - If showers are separated by physical barriers all can be used
  - For open showers, 6 ft of separation shall be maintained when in use by disabling showerheads
  - Need to clean and disinfect frequently

LAUNDRY

Individuals handling laundry shall wear a mask, gloves, faceshield, and protective cover over clothes.

- Each towel, robe, and linen used to cover or protect customers must be used only once and then be:
  - Laundered with detergent and hot water in a washing machine
  - Dried on the hottest setting in a clothes dryer
  - Immediately stored in a clean, covered container
- Plastic or nylon capes and aprons may be washed in a machine and dried on any setting in a dryer or may be disinfected with a spray disinfectant.
- You must store used or soiled towels, linens, and capes in closed containers labeled "used".
- Towels and other laundered items must be properly cleaned and stored. A commercial linen service shall be used if not done on the premises.

PERSONAL SERVICES

RETAIL AREAS
Follow Best Practices for Retail & Malls.

HAIRSTYLIST SERVICE AREA
Follow Best Practices for Hair Salons & Barbershops.

FITNESS AREAS/POOLS
Follow Best Practices for Sports, Sports Clubs & Complexes, Gyms, & Fitness Centers.

HOT TUBS
Limit 50% occupancy and 6 ft distancing is encouraged.

HYDROTHERAPY TUBS
Limit 50% occupancy and 6 ft distancing is encouraged.

SALT CAVE
Limit 50% occupancy and 6 ft distancing is encouraged.

SALT BATH
Limit 50% occupancy and 6 ft distancing is encouraged.

SAUNAS
Should remain closed.

INFRARED SAUNAS
Recommended limiting to one person per session, and should be thoroughly cleaned and sanitized after each use.

STEAM ROOMS
Should remain closed.

PERSONAL SERVICES

PERSONAL PROTECTION FOR EMPLOYEES/PRACTITIONERS

- Employees/practitioners are required to wear a facemask or other cloth face covering that completely covers the nose and mouth. Employees that cannot wear a mask due to a medical condition must provide documentation to their employer and should be assigned to duties that do not require interaction in close contact (within 6 ft) with customers.
- Gloves are optional depending on industry; if used must be changed between customers.
- Gowns and capes are optional depending on industry; if used must be changed between customers.
- Gloves and eye protection are required when using cleaning chemicals.

EMPLOYERS ARE RESPONSIBLE FOR PROVIDING PERSONAL PROTECTION TO THEIR EMPLOYEES

- If businesses do not have adequate personal protection, they cannot open.

PERSONAL PROTECTION FOR CUSTOMERS

- Customers are required to bring and wear a facemask or cloth face covering that completely covers the nose and mouth.
- Businesses have the right to refuse service to an individual who is not wearing a mask.

PERSONAL SERVICES REQUIRING THE REMOVAL OF A CUSTOMER'S FACE COVERING ARE ALLOWED, WITH THE FOLLOWING CONDITIONS RECOMMENDED:

- **All procedures** requiring a customer to remove his/her mask must be performed by a single attendant wearing a mask that completely covers the nose and mouth, and a face shield that extends below the chin. Employees who for medical reasons or otherwise cannot wear a source control mask or face shield cannot perform these services.
- **Time-limited procedures** (e.g. procedures that can be completed in a few minutes like beard trimming, limited facial waxing, piercing, etc.) can be performed provided removal of the customer's mask only occurs for the time necessary to complete the procedure on the parts of the face covered by the mask. For example, if upper lip and eyebrow waxing is to occur, the mask may be removed only for the portion of the service that involves the upper lip and must remain on for the other portions.
- **Extended-time procedures** (e.g. services that take more than just a few minutes to perform such as facials, make-up services, facial tattooing, electrolysis, etc.) can be performed provided removal of the customer's mask only occurs during the active time of the service. Customers must wear facial coverings inside the spa until the service begins and must be replace them immediately after the procedure is finished. These procedures must be performed in a completely separate room with doors closed, and are limited to one attendant and one customer per room. A 15-minute vacancy period must be provided for individual rooms in between customers to allow for appropriate cleaning, disinfection, and air exchange inside the space.

PERSONAL SERVICES

HAND SANITIZER
Hand sanitizer shall be made available at entrance points and common areas, where possible.

CLEANING OR DISINFECTING PRODUCTS, &/OR DISPOSABLE WIPES
Make available near commonly used surfaces, where possible, e.g.:

- Cash registers
- Phones
- Computers
- Credit card machines
- Reception desk
- Light switches
- Door handles

HANDWASHING
Ensure employees/practitioners wash their hands routinely (at minimum, between customers) using soap and water for at least 20 seconds.

BATHROOMS
Clean and disinfect frequently, and implement use of cleaning log for tracking. Clean multiple times a day and hourly during busy times.

- Recommend posting signage encouraging reduced capacity in bathrooms, and reminding individuals to wash their hands and wear a mask
- Consider placing a wastebasket outside of the bathroom

CLEANING & DISINFECTING
Disinfectants are irritants and sensitizers, and should be used cautiously. Clean and disinfect frequently touched surfaces at least daily and if shared after each use.

- Use products that meet EPA's criteria for use against SARS-CoV-2 and that are appropriate for the surface. Prior to wiping the surface, allow the disinfectant to sit for the necessary contact time recommended by the manufacturer. Train staff on proper cleaning procedures to ensure safe and correct application of disinfectants.

NAIL SERVICE AREAS
Clean and disinfect workstations and tools between customers, including:

- Chairs/stools
- Magnifying glasses
- Drawers or any storage containers
- Nail clippers
- Cuticle pushers
- Cuticle scissors
- Callus removers
- Metal nail files
- Rolling carts
- UV/LED lamps
- Clean jet lines in foot tubs

NOTE: Store tools in closed containers or drawers when not in use.

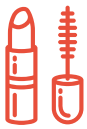
PERSONAL SERVICES

ESTHETICIAN SERVICE

Clean and disinfect before and after each use:

- Workstation/treatment area
- Facial tables
- Chairs/stools
- Trolleys
- Skin care equipment
- Facial steamers
- Warming equipment
- Drawers or any storage containers
- Tweezers
- Comedone extractors
- Microblading handles (sterilize)
- Reusable razor handles
- Waterproof barrier under the sheet

NOTE: Store tools in closed containers or drawers when not in use.



MAKEUP ARTIST SERVICE

Clean and disinfect before and after each use:

- Chairs/stools
- Workstation/counter/vanity
- Trolleys
- Mirrors
- Drawers or any storage containers
- Brushes
- Tweezers
- Palettes

NOTE: Store tools in closed containers or drawers when not in use.

TREATMENT ROOMS

Clean and disinfect high-touch areas before and after each use:

- Door handles
- Light switches
- Counter tops
- Treatment tables
- Trolleys
- Face cradles
- Product dispensers
- Bolsters
- Waterproof barrier under the sheet

NOTE: Store tools in closed containers or drawers when not in use.

PERSONAL SERVICES

WAXING

Clean and disinfect before and after each use:

- All Wax Specialists should have 2 of each tool so that when one tool is being used on a guest, the other is disinfecting in Barbicide (or Disinfectant Solution) for at least 10 minutes.
- The jars should be emptied after each shift.
- All application bottles should be sanitized after every shift.
    - This includes: the cleanser, oil, alcohol, ingrown hair serum, lotions, or any other product in the 4 Step Process, and the hand sanitizer pump.
- Sanitize, scrape, and clean any wax around or in trash cabinet, empty trash, and replace trash can liner, as needed and after each shift.
- Remove excess wax from wax pot using alcohol and sanitize front, sides, back, and around the rim, as needed and after each shift.
- Replace wax bed paper after each guest.
- Sanitize wax bed after each guest.
- Dispose of wax applicator each time they are applied to guest's skin. Large stir sticks must also be disposed of after each use.
- Sanitize the wax suite after the guest has left the wax suite and before retrieving the next guest.
- Sanitize pager and/or waterproof barrier under the sheet after every guest.

NOTE: Store tools in closed containers or drawers when not in use.

TATTOO

Procedure area cleaning sanitizer should consist of medical/hospital/surgical grade disinfectant, which acts as a bactericidal, fungicidal, virucidal, and tuberculocidal.
All surfaces and furniture used during the tattoo procedure such as but not limited to:

- Stools/chairs
- Workstation
- Cabinets or drawers
- Client chair/table should be of a nonporous material and easily cleanable with sanitizers; surfaces used during the tattoo procedure should be protected with an appropriate barrier and sanitized
- Any hospital grade surgical steel reusable tools (all reusable tattoo tubes and grips) should be cleaned (free of ink residue) in a separate designated clean space, and sterilized in an autoclave with up to date spore test results
- Single use disposable needles, needle cartridges, needle tubes, and grips should be disposed of properly after each tattoo utilizing a sharps container and collected by a medical waste removal service

NOTE: Store tools in closed containers or drawers when not in use.

PERSONAL SERVICES

MASSAGE THERAPY

Clean and disinfect before and after each use:

- Door handles
- Chairs/stools
- Light switches
- Counter tops
- Treatment tables
- Trolleys
- Face cradles
- Product dispensers
- Bolsters
- Waterproof barrier under the sheet
- Soft surfaces like fleece pads, etc., should not be placed between the waterproof barrier and the sheet unless they can be laundered in between clients

NOTE: Store tools in closed containers or drawers when not in use.

PERSONAL SERVICES

DAILY HEALTH CHECK

Ask employees resuming on-premise work to confirm they have not experienced COVID-19 CDC-defined symptoms and to monitor their own symptoms, including cough, shortness of breath, or any two of the following symptoms:

- Fever
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea
- Fatigue

Employees should stay home if sick.

IN THE EVENT OF A POSITIVE COVID-19 CASE

Employees should inform their employers, and follow state testing and contact tracing protocols. In addition:

- Employee should contact local public health to initiate contact tracing.
- Recommend 24-hour passive decontamination in the event of a positive case, and follow CDC guidelines for cleaning and disinfecting.
- Additional information can be accessed at:

  https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html

LEAVE

Employers shall adhere to federal guidance pertaining to paid leave for employees and provide this guidance to employees. Employers shall post the Families First Coronavirus Response Act (FFCRA) Department of Labor poster. The poster can be accessed at:
https://www.dol.gov/agencies/whd/posters

- Additional guidance can be accessed at:

  https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave

WHISTLEBLOWER PROTECTION

Employers may not retaliate against workers for raising concerns about COVID-19 related safety and health conditions.

- Additional Information can be accessed at www.whistleblowers.gov
- Additional information for the public sector can be accessed at www.connosha.com