

*This publication includes information as of July 1, 2020.*

## PHASE 3 of Reopening NYC: What Workers Need to Know



Indoor dining will not be part of Phase 3. The state and City did not set a new date for indoor dining. Visit [nyc.gov/workers](https://nyc.gov/workers) for updates and information.

Beginning as early as Monday, July 6, 2020, as part of Phase 3, Personal Care businesses can reopen in New York City. Personal Care businesses include:

- Cosmetology
- Massage therapy
- Nail specialty
- Spas
- Tattoo and piercing facilities
- Ultraviolet (UV) and non-UV tanning
- Waxing

If you work at a covered business, read this publication for some of the general and industry-specific requirements your employer must follow. Detailed guidance is on [forward.ny.gov](https://forward.ny.gov). You can also call **311** for the Worker Protection Hotline or **1-212-436-0381** with questions about reopening, health and safety guidelines for the workplace, or to report an employer that is not following reopening requirements.

### General Requirements All Employers Must Follow When Business Reopens

<b>Communication and Screening</b>	<ul style="list-style-type: none"> <li>• <b>Post a safety plan at your worksite where you can see it.</b></li> <li>• <b>Train you and your coworkers on safety and hygiene protocols.</b></li> <li>• <b>Conduct an employee health screening every day.</b></li> </ul> <p>Your employer must send home employees who are sick or become sick.</p> <ul style="list-style-type: none"> <li>• <b>Post signs for employees and the public with information about safety and hygiene protocols.</b></li> </ul>
<b>Protective Equipment</b>	<ul style="list-style-type: none"> <li>• <b>Give you and your coworkers free face coverings and provide replacements.</b></li> </ul> <p>Your employer must train you and your coworkers on how to use, clean, and discard protective equipment.</p> <p>Your employer must make sure that employees wear face coverings when they are working with customers and when 6 foot distancing from others is not possible.</p>
<b>Hygiene, Cleaning, and Disinfection</b>	<ul style="list-style-type: none"> <li>• <b>Provide and maintain hand hygiene stations for personnel</b>, including handwashing with soap, water, and paper towels, as well as an alcohol-based hand sanitizer containing 60% or more alcohol for areas where handwashing is not feasible.</li> <li>• <b>Regularly clean and disinfect common spaces and high-touch surfaces and objects frequently, and at least daily.</b></li> </ul> <p>Examples include cabinet pulls, chair armrests, door handles, elevators, handrails, light switches, lobbies, refrigerator door handles, restrooms.</p> <p>Your employer must clean and disinfect spaces and surfaces used by customers—for example, chairs, tanning booths—after each use.</p> <ul style="list-style-type: none"> <li>• <b>Limit the sharing of equipment and tools and regularly clean and disinfect workstations, equipment, and tools after each use.</b></li> </ul> <p>Examples include computers, telephones, cash registers, grooming tools.</p> <p>If it is not possible to limit sharing or to clean equipment because of potential damage to equipment, your employer must require employees to wear gloves.</p>

## Physical Distancing

- **Post signs and put tape or other markers to ensure 6 feet of distance between individuals, including in customer seating areas.**
- **Require customers and visitors to wear a face covering at all times, provided they are older than 2 and medically able to tolerate face coverings.**
- **Limit indoor occupancy to 50% of maximum capacity in an area.**

*For Personal Care, maximum capacity includes workers, customers, visitors.*

For small areas like restrooms and break rooms, your employer should post signage to restrict occupancy.

- **Limit in-person meetings as much as possible.**
- **Establish designated areas for delivery and pickup to limit in-person contact as much as possible.**
- **Close all non-essential common areas, including waiting rooms.**

## Requirements for PERSONAL CARE

Your employer must:

- Follow all health and safety guidelines from New York State Department of Health (DOH), Occupational Safety and Health Administration (OSHA), and Centers for Disease Control and Prevention (CDC).
- Follow DOH guidance for any dining or beverage area.
- Use products identified by the U.S. Environmental Protection Agency (EPA) as effective against COVID-19 for cleaning and disinfection.
- Close saunas, steam rooms, and other services that take place in enclosed spaces where social distancing is difficult.
- Prohibit entry unless customers are wearing a face covering and prohibit services like facials that would require customers to remove a face mask.
- Provide either a face shield or safety goggles in addition to face coverings when you are working with customers.
- Clean and disinfect shared spaces, tools, and equipment after each customer. Includes chairs, massage tables, headrests, tanning booths, as well as reusable and non-disposable tools. There should be sufficient time between appointments for cleaning and disinfection.
- Make sure employees at desks and cash registers maintain 6 foot distancing unless there is a physical barrier like plexiglass. *Employees must wear a face covering whether or not there is a barrier.*

### Massage Therapy and Spa Employers Must:

- Make sure employees wear a face covering *and* a face shield or eye protection when they perform massages on customers in a facedown position on a massage table.
- Make sure massage tables have a clean and disinfected face covering—for example, cotton pillowcase in a face cradle—when customers are in a facedown position or avoid this position.
- Make sure customers wear a face covering when they switch from a facedown position to lying on their back or side during massages.
- Change and wash linens between customers and store them in appropriate containers between use.

### Nail and Waxing Salon Employers Must:

- Clean and disinfect items after each customer. Includes manicure and pedicure baths and bowls; hand and foot drying stations; wax containers; towels; finger bowls; spatulas. *You cannot double dip applicators.*

### Tattoo and Piercing Employers Must:

- Make sure staff removes needles from sealed packages before every customer procedure.
- Use clean and unused stencils or razors and discard them immediately after use.
- Make sure staff wears disposable gloves when working with customers.