



Frequently Asked Questions

Massage Therapy, Acupuncture & Cosmetic Therapy Reopening Guidelines

[Click Here to View Guidelines](#)

Q: Are employees required to wear facial coverings or masks?

A: Yes, businesses must require all employees to wear facial coverings, except for one of the following reasons:

- Facial coverings in the work setting are prohibited by law or regulation
- Facial coverings are in violation of documented industry standards
- Facial coverings are not advisable for health reasons
- Facial coverings are in violation of the business' documented safety policies
- Facial coverings are not required when the employee works alone in an assigned work area
- There is a functional (practical) reason for an employee not to wear a facial covering in the workplace. (Businesses must provide written justification, upon request, explaining why an employee is not required to wear a facial covering in the workplace. At minimum, facial coverings (masks) should cover an individual's nose, mouth, and chin.)

Find information about cloth masks/face coverings in the workplace at coronavirus.ohio.gov/wps/portal/gov/covid-19/resources/general-resources/cloth-masks-or-face-coverings-in-the-workplace.

Q: Are clients required to wear facial coverings or masks?

A: It is a recommended best practice to have clients wear face coverings. If the client is not wearing a face cover, offer one before beginning; if a client is unable to wear a face covering for health or comfort reasons, you can reschedule their appointment when restrictions are lifted.

Q: Where can employers purchase PPE for their facilities?

A: Employers should continue to purchase PPE through their regular supply chain.

Q: Are employees required to wear gloves?

A: Gloves should be worn when appropriate, for example when using cleaning supplies, when coming in contact with a soiled garment or if required by licensure. If gloves are worn, they must be discarded before leaving the room in which they were used.

Glove protocol for massage is also dictated by the setting in which it takes place. If your place of employment is in a setting that requires the use of gloves, you must wear gloves and follow the safety practices.

Q: Are symptomatic employees permitted to work in a non-client facing role?

A: No, employers should require any employee with symptoms to stay home. Symptoms may appear 2-14 days after exposure to the virus.

Q: What can be used as a permissible form of eye protection?

A: Eye protection for employees is recommended but not mandatory. Common forms of eye protection include disposable/reusable safety glasses and face shields.

Q: What kind of dispensers may be used for oil or lubricant?

A: Oils or lubricants may be stored in single-use plastic satchels or other disposable containers. In some situations, reusable containers are acceptable. Please review the [individual location guidelines](#) to determine which method of product storage is best for your specific practice environment.

Q: Are walk-in appointments permitted?

A: No, all services are to be provided by appointment only. Only clients will be allowed in the establishment for their service unless the client must be accompanied by a caregiver.

Q: Are employees required to take the temperature of clients entering their facility?

A: Doorway screening assessments are mandatory for clients to enter the facility. Daily symptom assessments, which are part of the doorway screening assessment, should include assessing for symptoms and taking one's temperature with a thermometer and monitoring for fever. The patient's temperature can be self-recorded at home. Per the CDC, symptoms include cough, shortness of breath, difficulty breathing, fever, chills, repeated shaking with chills, muscle pain, headaches, sore throat, and new loss of taste or smell

[You can edit and download a RestartOhio "stop sign" to post for clients entering your facility.](#)

Q: Are clients required to fill out a questionnaire or waiver to be treated?

A: Businesses should determine for themselves if clients must fill out a questionnaire or waiver prior to receiving services. The Responsible RestartOhio guidelines state that a doorway screening assessment is mandatory for clients to receive services and a questionnaire may be used as part of the screening assessment. Waivers are not required under the RestartOhio guidelines. However, employers can work with their legal representative(s) to create a waiver or acknowledgment forms for clients if they choose to do so.

Q: Are employees required to change their clothing in between each client?

A: Employees must wear a gown, apron, or lab coat if a procedure will allow the client's body to contact the employee's clothing. The gown, apron or lab coat must be disposed or changed between services. In the event that a gown, apron or lab coat aren't available, the employee must change clothing between services if the client's body comes into contact with the employee.

Q: Are employees required to maintain the 6-foot social distance?

A: Employees are expected to keep a minimum of 6 feet between each other and between clients. If this is not possible, barriers should be installed. However, the 6-foot social distancing is not required while working on a client.

Q: Is there a list of approved disinfectants for COVID-19?

A: Yes, the Environmental Protection Agency has posted a list of disinfectants (includes brand names) which are confirmed for use against COVID-19 on its website:

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Q: What are the cleaning and sanitation requirements?

A: There are extensive cleaning and sanitation requirements and best practices detailed in the Responsible Restart Ohio guidelines. Licensees should familiarize themselves with each requirement and best practice.

Q: How often are employees required to wash their hands?

A: Employees should wash their hands regularly up to the elbow AND wash hands between every client.

Q: What actions should be taken if an employee or client exhibits symptoms?

A: Employers should immediately isolate and seek medical care for any individual who develops symptoms while at work. You will need to contact the local health department about suspected cases or exposure. You can locate your local health department using this link:

<https://odh.ohio.gov/wps/portal/gov/odh/find-local-health-districts>

Q: If an employee or client tests positive for COVID-19, is the business required to close for a 14-day quarantine?

A: Businesses should work in tandem with local health departments to determine the best course of action after a client or employee has tested positive for COVID-19. Temporary business closure may be necessary for sanitation purposes. Additionally, there are resources for businesses with confirmed cases available on the COVID-19 website:

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/responsible-restart-ohio/Responsible-Protocols/>

Q: Where can I find contact information for my local health department?

You can find and contact your local health department using this link:

<https://odh.ohio.gov/wps/portal/gov/odh/find-local-health-districts>