



Temporary Outdoor Personal Care Services Guidelines

The City of San Mateo is temporarily allowing personal care services providers such as hair parlors, nail salons, and barber shops to expand their services outdoors. At this time we are not requiring businesses to obtain a permit from the City. Below is a list of guidelines that personal care services providers must follow to operate safely.

The Temporary Outdoor Personal Care Services may be provided until State and County orders do not prohibit indoor personal care services or until the City directs otherwise.

All personal care services providers must follow Industry Guidance issued by the State of California, County of San Mateo Health Orders, and City of San Mateo guidelines. It is the responsibility of the individual business owners, service providers, and operators to remain knowledgeable of changes to state, county, and city guidelines, as they may be amended from time to time.

State of California and County of San Mateo Guidelines for Personal Care Services:

1. [COVID-19 Industry Guidance: Expanded Personal Care Services Provided Outdoors](#)
2. [California Department of Consumer Affairs Guidance on Performing Personal Care Services Outdoors](#)
3. [San Mateo County Order \(c19-1d\) July 14, 2020](#)
4. [County's COVID-19 Social Distancing Protocol \(updated June 17, 2020\)](#)

In addition to State and County guidelines, licensed providers must comply with the following City of San Mateo Guidelines:

Eligibility Criteria:

1. All personal care services providers must have a valid [City of San Mateo Business Tax License](#).
2. Outdoor personal care services shall only be performed by current tenants of the shopping center or commercial building.
3. Businesses shall obtain written authorization for the use of private sidewalks, private parking areas, or other private areas for outdoor personal care services from the property owner.
4. Tenants located in shopping centers with multiple commercial tenants shall work with the management or property owner to equitably allocate the available private sidewalks, patios, and parking areas for all temporary outdoor services.

Safety, Location, Accessibility

1. Businesses **cannot** utilize parklets or closed streets created by the City of San Mateo for personal care services, as those areas are restricted to provide for outdoor dining.
2. Businesses cannot locate furniture or perform any services on the public sidewalk or public right of way.
3. Personal care services should only be performed in outdoor areas of a licensed establishment contiguous with or adjacent to their business premises.

4. Outdoor personal care service areas shall comply with all 2019 CBC 11B & ADA access requirements; and a minimum four-foot (4'-0") wide path of travel shall be maintained at sidewalks and walks. For path of travel between serving stations, a minimum three-foot (3'-0") wide shall be maintained if serving elements on only one side, and a minimum three-foot and eight-inch (3'-8") wide shall be maintained if serving elements on both sides. A minimum of six-foot (6'-0") social distance must be maintained between service stations in the outdoor service area.
5. No furniture, fixture, or equipment shall be permanently affixed outdoors.
6. Businesses shall be responsible for maintaining the outdoor service area in a clean and tidy manner at all times
7. Businesses must pick up debris, remove equipment from outdoors, and clean trash prior to closing daily.
8. With written consent from the landlord/property manager, businesses with private parking facilities may utilize those parking facilities to provide outdoor personal care services. *(A. Illustration of Acceptable Outdoor Personal Care Services Area Standards in Private Parking)*
9. Businesses using a generator must comply with general safety guidelines related to location (minimum 20 feet from any building), ventilation, fuel storage and noise generation. See SMC Municipal Code Chapter 7.30 NOISE REGULATIONS for noise standards.

Operations:

1. Businesses within **50 feet** from any outdoor dining areas can only provide services before 11 am and only while outdoor dining is not occurring. These establishments must only use the area immediately in front of the business underneath an awning, overhang, or set-back area. *(B. Illustration of Acceptable Outdoor Personal Care Services Areas within 50 feet of Parklet/Outdoor Dining Areas)*
2. Blow dry services are prohibited to prevent hair from blowing into outdoor dining areas. Business shall capture and collect all hair debris and prevent it from leaving the immediate area or entering the storm drain.
3. All personal care service providers must follow all State Industry Guidelines and County Health Order requirements such as mask wearing requirements, social distancing protocol, sanitation standards, and CAL/OSHA requirements.
4. Businesses must have valid insurance for outdoor service, and individual stylists must carry their own insurance.

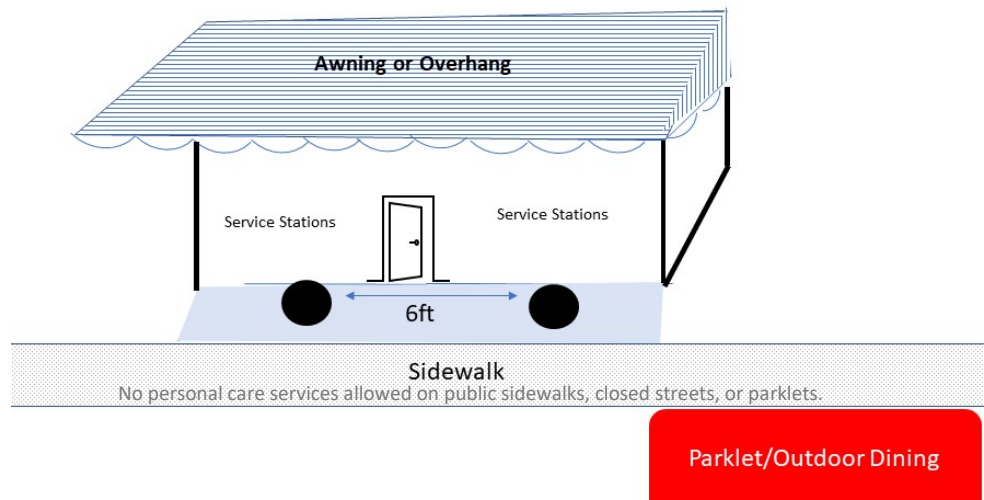
Enforcement

1. The City reserves the right to enforce and/or prohibit a temporary outdoor establishments that: (i) creates an obstruction to, or causes congestion of, pedestrian or vehicular traffic due to existing conditions on the property or surrounding public right-of-way; (ii) represents a danger to the health, safety or general welfare of the public; and/or (iii) violates the requirements of the City of San Mateo City Temporary Outdoor Personal Care Services Guidelines, violates any applicable State, or County Health Orders or Industry Guidance.

A. Illustration of Acceptable Outdoor Personal Care Services Area Standards in Private Parking Areas



B. Illustration of Acceptable Outdoor Personal Care Services Areas within 50 feet of Parklet/Outdoor Dining Areas



Establishments within 50 ft from any outdoor dining areas can only provide services before 11 am and only while outdoor dining is not occurring; these establishments must only use the area immediately in front of the business underneath an awning, overhang, or set-back area identified above in the blue shaded area.