

# Know Before You Go

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## DURHAM



## Personal Services Settings Disclosure Program Operator Information Guide



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# LETTER FROM THE MEDICAL OFFICER OF HEALTH

## MESSAGE FROM THE MEDICAL OFFICER OF HEALTH

Dear Personal Services Settings Operator:

In June 2016, the Durham Region Health Department (DRHD) introduced a new Personal Services Inspection Disclosure Program called *Know Before You Go Durham*. All personal services settings operating in Durham Region will be required to participate in accordance with the Durham Region *Personal Services Setting By-law # 17-2016*.

Under the new program, each time a public health inspector visits your establishment to conduct a routine inspection, one of the three Durham Personal Services Inspection Summary signs – Green (PASS), Yellow (CONDITIONAL PASS) or Red (CLOSED) will be given. Once a sign is issued, it is required to be posted immediately in a conspicuous area at, or near, the main public entrance to your establishment, such that it is clearly visible to members of the public.

This Operator Information Guide will provide you with information about the new *Know Before You Go Durham* program. It describes how *Know Before You Go Durham* will be implemented and outlines your responsibilities under the by-law. It also provides details about each of the three inspection summary signs and includes guidelines on how to receive and maintain a Green (PASS) sign.

Please read the enclosed information carefully. If you have any questions, please contact your area Public Health Inspector or the DHRD Environmental Help Line toll-free at 1-888-777-9613.

Thank you for your cooperation. We look forward to continuing to work with you in providing safe personal services to your customers.

Yours Truly,



Dr. Robert Kyle  
Medical Officer of Health  
Durham Region Health Department

# KNOW BEFORE YOU GO DURHAM DISCLOSURE PROGRAM

## 1. What is the *Know Before You Go Durham* Disclosure Program?

*Know Before You Go Durham* is Durham Region's personal services settings (PSS) inspection disclosure program that gives the public quick and easy access to health inspection results.

## 2. What are the benefits of the *Know Before You Go Durham* disclosure program?

*Know Before You Go Durham* will have several benefits for both the public and PSS facilities. The program will:

- help reduce the risk of transmission of blood borne and other types of infections
- help improve infection control standards and increase compliance with Ontario's *Infection Prevention and Control Best Practices for Personal Services Settings*, Ministry of Health and Long Term Care (MOHLTC)
- make inspection results accessible to the public and assist the public in making informed decisions about where to get a personal service
- increase the transparency of public health services

## 3. Are all PSS required to post the *Know Before You Go Durham* Inspection Summary signs?

Yes. Any premises or person offering personal services (including home-based and mobile premises) are required to be inspected and post signs that reflect their most recent inspection or re-inspection results. The types of personal services inspected by the Health Department include but are not limited to:

- hairdressing and barbering
- manicures and pedicures
- tattooing and micropigmentation
- body piercing and ear lobe piercing
- massage and tanning
- electrolysis and laser hair removal
- various aesthetic services

## 4. How much notice does a new PSS premises have to give the Durham Region Health Department (DRHD) prior to opening?

All PSS in Durham Region are required to provide written notification to the DRHD 30 days prior to opening.

# KNOW BEFORE YOU GO DURHAM DISCLOSURE PROGRAM (CONT'D)

## 5. How often are PSS premises inspected?

All premises are inspected at least once per year. If the Health Department receives any complaints about the premises or if re-inspections are needed, then additional inspections may occur. As well, if a premises is under an *Order of a Public Health Inspector* (PHI), compliance checks may occur in addition to routine inspections.

## 6. What does the Durham Region Health Department look for during inspections?

During PSS inspections, PHIs ensure that all premises are meeting minimum requirements set out in Ontario's *Infection Prevention and Control Best Practices for Personal Services Settings*, MOHLTC.

Some key requirements include:

- Instruments/equipment are of durable construction, in good repair and stored in a sanitary manner
- All instruments/equipment are discarded (if single-use) or cleaned and disinfected/sterilized (if reusable) after use
- Appropriate disinfectants for the instrument/equipment are used according to manufacturer's instructions
- Appropriate records and packaging are maintained on site
- Work area is maintained in a sanitary manner
- Proper hand hygiene being performed prior to, and during, service delivery
- Conditions are maintained free from health hazard

## 7. What happens when there are infractions or requirements during an inspection?

It is the responsibility of the owner/operator to ensure that all infractions or requirements are corrected as soon as possible. If repeat infractions are noted during the re-inspection or during any subsequent compliance inspections, legal action may occur. According to the *Personal Services By-law # 17-2016* (Appendix A) every person owning, operating, employed on or in a PSS establishment must comply with the most current Ontario's *Infection Prevention and Control Best Practices for Personal Services Settings*, MOHLTC.

Legal action can consist of an *Order of a Public Health Inspector* (Section 13 of the *Health Protection and Promotion Act*), a set-fine ticket (Provincial Offence Notice) or a summons to court. Failure to comply with an Order may result in a fine of up to \$5,000 a day for an individual or \$25,000 a day for a corporation.

It is possible for a premises to be issued an order or charge (set-fine ticket or summons to court) even if it received a Green (PASS) sign.

# KNOW BEFORE YOU GO DURHAM DISCLOSURE PROGRAM (CONT'D)

## **8. How is the colour of the *Know Before You Go Durham Inspection Summary sign* determined?**

After an inspection, the PHI will input the infractions into an electronic database and complete a PSS Inspection Report. The operator will be provided with a copy of this report. It is the owner/operator's responsibility to keep a copy of the most current PSS Inspection Report for the public to review upon request.

The scoring system within the database provides a consistent and objective approach to the inspection results. Each infraction or requirement listed in the PSS Inspection Report is assigned a value (weight), based on the risk to cause infection. The overall score for each PSS inspection will be based on the total number and type of infractions observed at the time of the inspection. The score determines the colour of the Personal Services Inspection Summary sign (i.e. green, yellow or red) that must be posted.

## **9. Where must the sign be posted and for how long?**

It is the owner/operator's responsibility to keep the most recent *Know Before You Go Durham Inspection Summary sign* (i.e., green, yellow or red) posted in a conspicuous location, at or near, the main public entrance of the premises, in accordance with the By-law. This sign must remain posted until the next inspection or re-inspection has been conducted at which the PHI will issue a new sign for posting. The DRHD will provide the *Know Before You Go Durham Inspection Summary signs* and sign holders for every PSS establishment. In the event that a *Know Before You Go Durham Inspection Summary sign*, sign holder or PSS Inspection Report is damaged or goes missing, the operator must notify the DRHD at 1-888-777-9613 immediately so that a replacement can be issued and compliance with the By-law is maintained.

## **10. Will the inspection results be posted online?**

Inspection results will be posted online during the second phase of the disclosure program. The information to be posted online will include: the colour of the *Know Before You Go Durham Inspection Summary Sign*, the type of infraction(s) and a general statement regarding what the owner/operator failed to ensure or provide. Inspection results will remain online for two years. When a premises closes, results will be removed. When a premises changes owner, only the results of the inspections under the new owner will be posted online. The initiation of online posting during phase two of the program will be confirmed at a later date.

# GREEN (PASS) INSPECTION SUMMARY SIGN

A Green (PASS) Inspection Summary sign will be issued when:

- there is **significant compliance** with Ontario's *Infection Prevention and Control Best Practices for Personal Services Settings*, MOHLTC as of the inspection date noted on the sign
- there are only a few non-critical infractions observed which are unlikely to result in the risk of transmission of blood borne and other types of infections
- practices/services do not represent an immediate health risk to the public

## Examples of non-critical infractions:

- Floors, walls and other structural surfaces or equipment require cleaning or repair
- Personal items stored with items used on clients
- Appropriate after-care not provided to clients receiving invasive services

## Re-inspection of the premises:

A re-inspection (follow-up inspection) may take place when there are outstanding items of non-compliance. However, in some instances, minor issues may be addressed during the next routine inspection.

Durham Region Health Department

# PASS

Name \_\_\_\_\_

Address \_\_\_\_\_

This premises has been inspected by Durham Region Health Department under the authority of the *Health Protection and Promotion Act* on:

Month/Day/Year \_\_\_\_\_

Results of the previous inspection on \_\_\_\_\_ Month/Day/Year

Pass     Conditional Pass     Closed

A copy of the most recent inspection report is available for review upon request at this premises.

For further information contact Durham Region Health Department at 1-888-777-9613 or visit [durham.ca/KnowBeforeYouGo](http://durham.ca/KnowBeforeYouGo)

**Know Before You Go**  
DURHAM

Dr. Robert Kyle  
Medical Officer of Health  
Durham Region Health Department

 This placard is the property of Durham Region Health Department and shall not be removed or altered in any way. Durham Region Health Department cannot guarantee the same conditions are maintained after this inspection date. It is the sole responsibility of the operator to maintain this premises in accordance with Ontario's *Infection Prevention and Control Best Practices for Personal Services Settings*, Ministry of Health and Long-Term Care, 2009.   March 2016

[durham.ca](http://durham.ca) If you require this information in an accessible format, contact 1-888-777-9613.

# YELLOW (CONDITIONAL PASS) INSPECTION SUMMARY SIGN

A Yellow (CONDITIONALPASS) Inspection Summary sign will be issued when:

- there is **significant non-compliance** with Ontario's *Infection Prevention and Control Best Practices for Personal Services Settings*, MOHLTC
- the number and/or the type of infractions observed have a potential risk of transmission of blood borne and other types of infections

Each infraction of Ontario's *Infection Prevention and Control Best Practices for Personal Services Settings*, MOHLTC is assigned a value (weight) based on the risk of transmission of blood borne and other types of infections. At the completion of each inspection, all the values are added up by the electronic database system. If the total score reflects significant non-compliance, the computer system will prompt the PHI to issue a Yellow (CONDITIONAL PASS) Inspection Summary sign.

## Examples of critical infractions:

- Reusable items are not cleaned and disinfected after each use
- Single-use items are not discarded after each use
- Proper hand hygiene is not performed prior to service delivery and as required during and after service
- Appropriate records/packaging are not maintained

## Re-inspection of the premises:

A premises receiving a Yellow (CONDITIONAL PASS) Inspection Summary sign will be re-inspected within 1-3 business days. The owner/operator is responsible for posting the Yellow (CONDITIONAL PASS) Inspection Summary sign until a re-inspection is conducted and a PHI issues a new sign. If a significant number of infractions have not been corrected, another Yellow (CONDITIONAL PASS) Inspection Summary sign may be issued, and further re-inspections may be required.

**Durham Region Health Department**

**CONDITIONAL PASS**

Name \_\_\_\_\_

Address \_\_\_\_\_

This premises has been inspected by Durham Region Health Department under the authority of the *Health Protection and Promotion Act* on:

Month/Day/Year \_\_\_\_\_

The following infractions were observed at the time of inspection and will be re-inspected within 1-3 business days:

- Fail to clean and disinfect reusable items properly
- Fail to discard single-use items
- Fail to dispense and store items in a sanitary manner
- Fail to follow invasive procedure requirements and/or routine practices
- Fail to keep items in good repair and/or the work environment clean and sanitary
- Fail to maintain appropriate records and/or packaging of sterile items
- Fail to perform hand hygiene and/or provide requirements for sinks
- Other: \_\_\_\_\_

Results of the previous inspection on \_\_\_\_\_ Month/Day/Year

**Pass**       **Conditional Pass**       **Closed**

A copy of the most recent inspection report is available for review upon request at this premises. For further information contact Durham Region Health Department at 1-888-777-9613 or visit [durham.ca/KnowBeforeYouGo](http://durham.ca/KnowBeforeYouGo)



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 [durham.ca](http://durham.ca)      If you require this information in an accessible format, contact 1-888-777-9613.             March 2016

# RED (CLOSED) INSPECTION SUMMARY SIGN

A Red (CLOSED) Inspection Summary sign will be issued when:

- The PHI is of the opinion, upon reasonable and probable grounds, that an immediate health hazard exists at the PSS premises. A health hazard is any condition that is likely to lead to the spread of infection or other adverse health effects if the condition is not corrected immediately.

If a health hazard is observed, an *Order of a PHI* (Section 13 of the *Health Protection and Promotion Act*) will be issued, requiring the owner/operator to close the premises or service(s) to eliminate or decrease the effect of the health hazard.

If the health hazard is only affecting certain personal services, the PHI shall close the affected service(s) only. If the health hazard is affecting the entire premises, then the PHI shall close the entire premises. A Red (CLOSED) Inspection Summary sign will be issued in both cases. The PHI will indicate the closed service(s) on the Inspection Summary sign. Failure to comply with an Order is a serious offence, which upon conviction, may result in a significant fine.

If a PSS premises is issued a Red (CLOSED) Inspection Summary sign, the operator must do the following:

- Immediately close and/or stop providing the specified service(s) to the public as indicated by the PHI
- Immediately post the Red (CLOSED) Inspection Summary sign at the main entrance of the premises
- Correct the infractions to eliminate the health hazard as indicated by a PHI

## **Examples of infractions leading to a Red (CLOSED) Inspection Summary sign:**

- Failure to provide a constant supply of potable hot and cold water
- Failure to contain separate waste water/sewage in a sanitary manner
- Failure to operate PSS free from a serious health hazard
- Fires, floods or power failure

# RED (CLOSED) INSPECTION SUMMARY SIGN (CONT'D)

## Re-inspection of the premises

The premises will be monitored by the PHI to ensure that the service(s) and/or premises remains closed. The owner/operator is responsible for keeping the service(s) and/or premises closed and keeping the Red (CLOSED) Inspection Summary sign posted until a PHI issues a new Inspection Summary sign.

If the infractions have not been corrected, or if any critical violations/infractions are still identified, the Red (CLOSED) Inspection Summary sign will not be removed, and the service(s) and/or premises must remain closed. The PHI will revoke the Order and remove the Red (CLOSED) Inspection Summary sign only when the PHI is satisfied that the health hazard has been eliminated; there are no critical violations/infractions; **and** the weighted score results in a Green (PASS) Inspection Summary sign. If there are still critical violations/infractions and/or the weighted score results in a Yellow (CONDITIONAL PASS) Inspection Summary sign, the Order will not be revoked and the Red (CLOSED) Inspection Summary sign must stay in place. Failure to comply with an Order to close may lead to legal action.

**Durham Region Health Department**

**CLOSED**

Name \_\_\_\_\_

Address \_\_\_\_\_

This premises has been inspected by Durham Region Health Department under the authority of the *Health Protection and Promotion Act* on:

Month/Day/Year \_\_\_\_\_

BY ORDER OF THE MEDICAL OFFICER OF HEALTH under the authority of Section 13 of the Health Protection and Promotion Act, the following service(s) within this premises is **CLOSED** until further notice from Durham Region Health Department:

Service(s) \_\_\_\_\_

Reason(s) for closure:

- Failure to provide a constant supply of potable hot and cold water
- Failure to contain separate wastewater/sewage in a sanitary manner
- Failure to operate Personal Services Setting free from serious health hazard
- Fire, flood, power failure

Results of the previous inspection on \_\_\_\_\_ Month/Day/Year

**Pass**     
  **Conditional Pass**     
  **Closed**

A copy of the most recent inspection report is available for review upon request at this premises. For further information contact Durham Region Health Department at 1-888-777-9613 or visit [durham.ca/KnowBeforeYouGo](http://durham.ca/KnowBeforeYouGo)



  
 Dr. Robert Kyle  
*Medical Officer of Health*  
 Durham Region Health Department

  
 durham.ca

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 March 2016

If you require this information in an accessible format, contact 1-888-777-9613.

# NEW RESOURCES AVAILABLE

## Aesthetics

### Single-use disposable items vs Reusable items

All single-use disposable items must be discarded immediately after each client.

All reusable items must be cleaned and disinfected after each client.

Single-use disposable items	Reusable items
Needles/lancets 	Tweezer 
Roller wax cartridge 	Facial steamer reservoirs 
Gloves and finger cots 	Trimming scissors 
Cosmetic applicators/brushes used near eyes/nose/mouth 	Metal/glass facial treatment implements 
Wooden applicators 	Bowls 
Cloth wax strips 	Metal spatulas/scoops 
Sponges 	Looped comedones 
Thread 	Laser hair removal/electrolysis device 

1-888-777-9613  
durham.ca/KnowBeforeYouGo

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If you require this information in an accessible format, contact 1-888-777-9613.

## Hairdressing/Barbering

### Single-use disposable items vs Reusable items

All single-use disposable items must be discarded immediately after each client.

All reusable items must be cleaned and disinfected after each client.

Single-use disposable items	Reusable items
Shaving razor blades 	Combs/brushes/rollers 
Foils/neck strips 	Clippers 
Extension/hair weave needles 	Colouring brushes 
Gloves 	Shaving handle/cradle 
Highlighting caps/perm caps 	Towels/capes 
	Metal crochet hooks 

1-888-777-9613  
durham.ca/KnowBeforeYouGo

**Know Before You Go**  
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If you require this information in an accessible format, contact 1-888-777-9613.

## Manicure/Pedicure

### Single-use disposable items vs Reusable items

All single-use disposable items must be discarded immediately after each client.

All reusable items must be cleaned and disinfected after each client.

Single-use disposable items	Reusable items
Foam nail files/buffers 	Nail clippers and nippers 
Pumice stones/hindu sticks/sponges 	Metal/glass nail files 
Credo blades 	Credo blade holder 
Disposable slippers 	Metal/plastic cuticle pushers 
Wooden cuticle pushers 	Metal drill bits 
Sandbands 	Pedicure files 
Foam toe separators 	
Abrasive pedicure file papers/stickers 	

1-888-777-9613  
durham.ca/KnowBeforeYouGo

**Know Before You Go**  
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If you require this information in an accessible format, contact 1-888-777-9613.

## Tattooing/Micropigmentation Body & Ear Piercing

### Single-use disposable items vs Reusable items

All single-use disposable items must be discarded immediately after each client.

All reusable items must be cleaned and disinfected or sterilized after each client. \*Requires sterilization

Single-use disposable items	Reusable items
Needles 	Metal tubes/grips/forceps* 
Plastic pliers/forceps 	Marking pen 
Rubber grommets 	Tattoo motor frame 
Bibs/liners 	Ear piercing device 
Adaptors/cartridges 	Open-ended receiving tubes* 
Bag/sleeve covers 	Micropigmentation pen/device 
Plastic tubes/grips 	
Elastic bands 	
Plastic ink caps 	
Gloves 	
Plastic cups 	
Corks 	

1-888-777-9613  
durham.ca/KnowBeforeYouGo

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# IT'S EASY TO BE GREEN (PASS) CHECKLIST

## Workplace:

- Work space clean, well lit and maintained in good repair
- Work surfaces smooth, non-absorbent (water-resistant)
- At least one conveniently located sink with hot and cold running potable (drinkable) water, liquid soap in a dispenser, single-use towels, and located at least one metre away from storage of clean items
- Approved sharps container(s) available for safe disposal of used sharps (e.g. razor blades, needles, lancets ) and located where the sharps are being used

## Personal Service Worker Health and Personal Hygiene:

- Routine Practices used on all clients during service delivery
- Cuts on hands and arms covered with a waterproof bandage
- Hands washed before and after each client
- Single-use, disposable gloves worn for all invasive procedures
- Client's body, where service is being performed, is free from cuts, wounds, rash or visible infection
- Accidental blood and body fluid exposure records and sterilizer monitoring records kept on site for at least one year and on file for at least five years

# IT'S EASY TO BE GREEN (PASS) CHECKLIST (CONT'D)

## Operational:

- Equipment/instruments in good repair and stored in a sanitary manner
- Manufacturer's instructions available for all commercial products and equipment
- All disinfectants have a Drug Identification Number (DIN) on product label
- Appropriate disinfectants for instrument/equipment used
- Items fully immersed in disinfecting solution for appropriate contact time
- Linens, towels or sheets laundered after each use
- Reusable equipment/instruments cleaned, rinsed and dried before disinfecting or sterilizing
- All work surfaces cleaned and disinfected at least once a day
- Applicators used to dispense products (e.g. creams, lotions, wax) are single-use; no "double dipping"
- Equipment/instruments that cannot be easily and thoroughly cleaned are disposed after each client
- Equipment/instruments that pierce or penetrate skin are sterile and remain sterile until use
- Records of pre-packaged sterile items on-site for tracking purposes (i.e. proof of sterility, name of manufacture, lot numbers, invoices/receipts)
- Dirty equipment/instruments stored separately from cleaned and disinfected/sterilized items
- Used equipment/instruments soaked in water with/without detergent in a clearly marked container if not immediately cleaned
- Skin cleaned with approved skin antiseptic prior to invasive procedures
- Workers' personal belongings (e.g. food, medication, aesthetic items, money) stored away from client supplies

# OTHER RESOURCES AVAILABLE

### Infection Prevention and Control Best Practices for Personal Services Settings

## Cleaning, Disinfection & Sterilization Flowchart

**1<sup>ST</sup> STEP →** **CLEAN**  
Use detergent, clean water and a clean brush  
Note: An ultrasonic device may be used  
To loosen dirt and debris on surfaces

**2<sup>ND</sup> STEP →** **RINSE**  
Use clean, warm water  
To remove detergent residue, dirt and debris from surfaces

**3<sup>RD</sup> STEP →** **DISINFECT**  
Choose one of the following:  
● Use an appropriate solution depending upon use of instrument or surface  
● Follow proper contact time  
To kill most harmful germs (except spores)

**STERILIZE**  
Use an appropriate and approved sterilizer (i.e. autoclave, dry heat)  
To kill all germs & spores

**Low Level Disinfection**  
To be used on:  
● Non-Critical Items  
● Items that contact but do not penetrate intact skin  
● Items that do not contact blood or body fluids  
e.g. work surfaces, combs, brushes

**Intermediate/High Level Disinfection**  
To be used on:  
● Semi-Critical Items  
● Items that may accidentally penetrate intact skin  
● Items that contact blood or body fluids  
e.g. nail clippers, tweezers, foot spurs

**Critical Items**  
● Items intended to penetrate intact skin  
● Items that hold sterile items  
e.g. tattoo, body piercing equipment  
Note: Pressure cookers, glass-bead sterilizers, microwaves, UV light, immersion in boiling water and domestic ovens are NOT approved.

Environmental Help Line  
905-723-3818 or 1-888-777-9613  
durham.ca

### Infection Prevention and Control Best Practices for Personal Services Settings

## Disinfection Chart \*

This chart is not intended to be inclusive of all approved high, intermediate and low-level disinfectants.

Level of Disinfection	When to Use	Disinfectant Active Ingredients	Contact Times (Approximately)	Advantages	Disadvantages
<b>HIGH</b> Kills all micro-organisms (bacteria, fungi and viruses) <b>except bacterial spores</b>	Use on semi-critical items  Items that come into contact with non-intact skin or mucous membranes but do not penetrate them	1.50 chlorine bleach* solution (1 part bleach and 49 parts water) 1,000 ppm (parts per million)	20 minutes	Inexpensive; fast acting	Corrodes metal, may destroy adhesives with prolonged soaking
		2% glutaraldehyde (not recommended for personal services settings)	45 minutes Follow manufacturer's instructions	Non-corrosive to metal, rubber or plastic, reusable	Toxic fumes, expensive (not recommended for PS settings)
		6% hydrogen peroxide	45 minutes Follow manufacturer's instructions	Environmentally friendly; no residue	Oxidizing properties may be destructive to some equipment (brass, zinc, copper and nickel/silver)
		7% stabilized hydrogen peroxide	30 minutes Follow manufacturer's instructions	Environmentally friendly; no residual irritant to skin or to respiratory tract	Oxidizing properties may be destructive to some equipment (brass, zinc, copper and nickel/silver)
		0.55% ortho-phthalaldehyde (OPA)	10 minutes Follow manufacturer's instructions	Fast acting; no mixing needed	Stains proteins, expensive
<b>INTERMEDIATE</b> Kills most bacteria, fungi and viruses	Use on semi-critical items  As above	70-90% isopropyl alcohol	10 minutes	Fast acting; leaves no residue	Can damage rubber and plastics
		70-90% Ethyl alcohol	10 minutes	Fast acting; leaves no residue	Can damage rubber and plastics, flammable
		1.50 chlorine bleach* (1 part bleach and 49 parts water) 100ppm	10 minutes	Inexpensive; fast acting	Corrodes metal, may destroy adhesives with prolonged soaking
<b>LOW</b> Kills some bacteria, fungi and viruses	Use on non-critical items  Items that contact intact skin and not mucous membranes, or items that do not ordinarily touch the client.  May be used for routine housekeeping	Quaternary ammonium	Follow manufacturer's instructions	Good cleaning agent for environmental surfaces	Cannot be used on instruments; not recommended as an antiseptic
		1.500 chlorine bleach* solution (1 part bleach and 499 parts water) 100 ppm	< 10 minutes	Inexpensive; fast acting	Corrodes metal; may destroy adhesives with prolonged soaking
		3% hydrogen peroxide	10 minutes	Environmentally safe	Oxidizing properties may be destructive to some equipment (brass, zinc, copper and nickel/silver)
		Phenols	Follow manufacturer's instructions	Easy to obtain; cleans and disinfects	Residual phenols on porous materials may cause tissue irritation even when thoroughly rinsed; for environmental surfaces only

\* Please adhere to manufacturer's instructions for use, some disinfectants may require rinsing. † Based on 5.25% chlorine bleach

If you require this information in an accessible format, contact 1-888-777-9613

Source: Ministry of Health and Long-Term Care, Infection Prevention and Control Best Practices for Personal Services Settings, January 2009

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## HANDWASHING

1. Wet hands
2. Apply liquid soap
3. Scrub backs of hands, between fingers, thumbs and around fingernails for at least 15 seconds
4. Rinse
5. Towel dry
6. Turn off taps with towel

**REMEMBER, proper handwashing can remove germs that make you sick.**

Environmental Help Line 1-888-777-9613 • durham.ca  
If you require this information in an accessible format, contact 1-888-777-9613.

### Infection Prevention and Control Best Practices for Personal Services Settings

## Preparing Household Bleach as a Disinfectant

Level Required	Preparation	Contact Time
<b>High Level Disinfection</b> 1:50 dilution (1 part bleach : 49 parts water)	10 mL bleach + 495 mL water OR 2 tsp bleach + 2 cups water	<b>20 minutes</b>
<b>Intermediate Level Disinfection</b> 1:50 dilution (1 part bleach : 49 parts water)	10 mL bleach + 495 mL water OR 2 tsp bleach + 2 cups water  ● Re-circulating footbaths 303 mL bleach + 15 L water 404 mL bleach + 20 L water OR 1 ¼ cups bleach + 4 gallons water 1 ¾ cups bleach + 5 ½ gallons water	<b>10 minutes</b>
<b>Low Level Disinfection</b> 1:500 dilution (1 part bleach : 499 parts water)	5 mL bleach + 2.5 L water OR 1 tsp bleach + 10 cups water	<b>10 minutes</b>

**NOTES:**

- The above dilutions are based on use of household bleach at 5.25% sodium hypochlorite
- For all other bleach strengths (other than 5.25%) or calculating different volumes, use the Chlorine Dilution Calculator at: <http://www.publichealthontario.ca/en/ServicesAndTools/Pages/Dilution-Calculator.aspx>
- Use proper cleaner before disinfecting area or equipment / device
- The solution must be made fresh daily to preserve strength

Environmental Help Line  
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Adapted from: Infection Prevention and Control Best Practices for Personal Services Settings, Ministry of Health and Long-Term Care, January 2009

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# APPENDIX A - DURHAM REGION PERSONAL SERVICES SETTING BY-LAW

For the most current/up-to-date By-law please visit: [durham.ca/KnowBeforeYouGo](http://durham.ca/KnowBeforeYouGo)

## BY-LAW NUMBER 17-2016 OF THE REGIONAL MUNICIPALITY OF DURHAM

being a by-law to regulate compliance with infection prevention and control best practices and disclosure of health inspection information to the public regarding Personal Services Settings.

WHEREAS s. 11(2) of the *Municipal Act, 2001, S.O. 2001, c. 25*, as amended, otherwise authorizes a Council of an upper tier municipality to pass by-laws related to the health, safety and well being of persons;

AND WHEREAS the regulation of personal services settings within the Region of Durham is a matter related to the health, safety and well-being of its inhabitants;

AND WHEREAS the Regional Municipality of Durham, in its capacity as a designated Board of Health under the provisions of the *Health Protection and Promotion Act, R.S.O. 1990, c. H-7 and the Municipal Act, 2001 S.O. 2001 c.25* has a duty to ensure the provision of health programs and services in a variety of areas;

AND WHEREAS the Ministry of Health and Long-Term Care has identified within its Ontario Public Health Standards, as amended from time to time, the board of health shall ensure that the medical officer of health or designate receives reports of and responds to complaints regarding infection prevention and control practices in settings for which no regulatory bodies, including regulatory colleges, exist, particularly personal services settings. This shall be done in accordance with the Infection Prevention and Control in Personal Services Settings Protocol, 2015 (or as current) and the Infection Prevention and Control Practices Complaint Protocol, 2015 (or as current);

AND WHEREAS the Council of the Regional Municipality of Durham deems it desirable for the health, safety and well-being of inhabitants and visitors to the Region of Durham to provide them with information regarding the safety performance of Personal Services Settings in the Region of Durham;

AND WHEREAS the Council of the Regional Municipality of Durham has endorsed the creation of a mandatory health inspection disclosure program in order to improve the health of Region of Durham inhabitants and visitors on the terms set forth herein;

# APPENDIX A - DURHAM REGION PERSONAL SERVICES SETTING BY-LAW (CONT'D)

NOW THEREFORE, the Council of the Regional Municipality of Durham hereby enacts as follows:

## Definitions

1. In this by-law,

“Municipal Act” means the *Municipal Act, 2001 S.O. 2001, c.25*, as amended, and any regulations created there under;

“HPPA” means the *Health Protection and Promotion Act, R.S.O. 1990, c. H-7*, as amended, and any regulations created there under;

“Board of Health” means a board of health, as defined in the *HPPA*;

“Infection Prevention and Control Best Practices for Personal Services Settings” means the most current Guidelines produced by the Ministry of Health and Long-Term Care for the control of infections and to assist in developing policies and procedures to ensure an optimal level of care is provided, where such Guidelines should be seen as directing principles and indications or outlines of the expected practice.

“Infection Prevention and Control in Personal Services Settings Protocol” means the Infection Prevention and Control in Personal Services Settings Protocol, 2015, and any amendment thereto, published by the Ministry of Health and Long-Term Care under the authority of the Health Protection and Promotion Act (HPPA) to specify the mandatory health programs and services provided by boards of health, in this case the protocol developed to provide direction to boards of health to minimize the risk of contracting blood-borne and other types of infections for both clients and Personal Service workers during the delivery of Personal Services.

“Personal Services Settings Inspection Report” means an original copy of an inspection report that corresponds to an inspection conducted by a Public Health Inspector, that has been completed, signed and dated by a Public Health Inspector, and that has been issued to an operator of a Personal Services Settings.

“*Know Before You Go* Inspection Summary” means an original colour copy sign in the form depicted in one of Schedules “A”, “B” and “C” to this by-law belonging to and issued by the Regional Municipality of Durham to a Personal Services Setting as a result of any inspection of such Personal Services Setting conducted pursuant to the *HPPA*;

“Personal Services” means any, service where there is a risk of exposure to blood, such as, but not limited to: hairdressing and barber shops, tattoo and body piercing studios, electrolysis, acupuncture and various aesthetic services;

# APPENDIX A - DURHAM REGION PERSONAL SERVICES SETTING BY-LAW (CONT'D)

“Personal Services Setting” means any premises where Personal Services are offered and includes home-based and mobile premises.

“Medical Officer of Health” means the duly appointed Medical Officer of Health for The Regional Municipality of Durham, and includes any designate acting on his or her behalf;

“Municipal Law Enforcement Officers” are persons who, by virtue of their employment with the Region of Durham are charged with enforcement of the by-laws of the Region;

“Operator” means any person or persons who own, occupy, manage, control, govern, or has responsibility for and control over the activity carried on or within a defined Personal Services Setting. For the sake of clarity it is recognized that there may be more than one operator of a defined Personal Services Setting;

“Public Health Inspector” means a Public Health Inspector acting under the direction of the Medical Officer of Health for the Regional Municipality of Durham;

“Region” “Durham Region” or “Region of Durham” means the Regional Municipality of Durham;

“Sign Holder” means a Sign Holder issued by the Region of Durham or other Sign Holder approved by the Region of Durham.

## **PART 1 - PSS**

### **Application**

2. This by-law shall apply to all Personal Services in the Region of Durham.

### **Notice Requirement**

3. Every person who intends to commence to operate a Personal Services Setting within the geographic boundaries of the Region of Durham shall give written notice of such intention to the Medical Officer of Health no less than 30 days prior to opening.

### **Infection Prevention and Control Requirement**

4. Every person owning, operating, employed on or in a Personal Services Setting shall comply with the *Infection Prevention and Control Best Practices for Personal Services Settings, 2009*, as set by the Ministry of Health and Long-Term Care and the Province of Ontario pursuant to the HPPA.
5. Every person who operates a Personal Services Setting shall furnish the Medical Officer of Health with such information as the Medical Officer of Health requests in respect of operations of the Personal Services Setting.

# APPENDIX A - DURHAM REGION PERSONAL SERVICES SETTING BY-LAW (CONT'D)

## Posting Requirement

6. Every Operator of a Personal Services Setting shall keep posted in the Personal Services Setting, in a conspicuous location at or near the entrance or entrances of such Personal Services Setting and clearly visible to members of the public, the most recent *Know Before You Go Durham* Inspection Summary.
7. Where a Personal Services Setting does not have an entrance or entrances at which the most recent *Know Before You Go Durham* Inspection Summary may be posted, then the Operator shall ensure that the *Know Before You Go Durham* Inspection Summary is posted at or near a location clearly visible to members of the public.
8. Every Operator of a Personal Services Setting shall keep a copy of the most recent Personal Services Setting Inspection Report readily available on-site and shall produce same for viewing by a Public Health Inspector or member of the public upon request.
9. Every *Know Before You Go Durham* Inspection Summary and Sign Holder shall remain the property of the Region of Durham. Operators, subject to the approval of the Region of Durham, are permitted to have Sign Holders other than that which is provided by the Region of Durham provided same in no way impair or obscure the visibility of the *Know Before You Go Durham* Inspection Summary.
10. No person shall deface, alter or remove any *Know Before You Go Durham* Inspection Summary properly posted in a Personal Services Setting.

## Enforcement

11. All Public Health Inspectors exercising their duties pursuant to this by-law are hereby appointed as Municipal Law Enforcement Officers for that purpose.
12. A Public Health Inspector may enter and have access to, through and over any Personal Services Setting, at any reasonable time, for the purposes of enforcing this by-law or the exercise of any power or duty under this by-law, the *HPPA* or the *Municipal Act, 2001*.
13. An Operator shall return to Durham Region any *Know Before You Go Durham* Inspection Summary and/or Sign Holder upon the request of a Public Health Inspector.

## Obstruction

14. No person shall hinder or obstruct a Public Health Inspector lawfully carrying out a power, duty or direction under this by-law.

# APPENDIX A - DURHAM REGION PERSONAL SERVICES SETTING BY-LAW (CONT'D)

## Offences

15. Any person who contravenes any provision of this by-law is guilty of an offence and upon conviction is liable to a fine in accordance with the *Provincial Offences Act*, R.S.O. 1990, c. P.33, as amended.

## Severability

16. If any section or sections of this by-law or parts thereof are found by any court of competent jurisdiction to be illegal or beyond the power of the Council of Durham Region to enact, such section or sections or parts thereof shall be deemed to be severable and all other sections or parts of this by-law shall be deemed to be separate and independent there from and to be enacted as such.

## Effective Date

17. This by-law as it relates to posting of the *Know Before You Go Durham* Inspection Summary at the entrance of a Personal Services Setting shall come into force and take effect on June 1, 2016.

## Miscellaneous

15. Nothing in this by-law shall limit or be deemed a voluntary restriction upon any right, power, ability or duty of the Region of Durham, the Medical Officer of Health or any Public Health Inspector under any statute, regulation, by-law or law in force in the Province of Ontario.

## Short Title

16. This by-law may be referred to as the "Durham Region Personal Services Setting By-Law".

BY-LAW read and passed this 9th day of March, 2016.



**HEALTH  
DEPARTMENT**

Durham Health Connection Line  
905-668-2020 or 1-800-841-2729  
Fax: 905-666-1887  
[durham.ca/KnowBeforeYouGo](http://durham.ca/KnowBeforeYouGo)



If you require this information in an accessible format, contact 1-800-841-2729

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