



What's coming in 2026

ATTENTION! Special event application CHANGES for 2026

As of 2026, special event application process timelines are changing.

Vendor applications must be received by the Health Department **at least 30 days prior to the event** to be considered.

Coordinator applications must be received by the Health Department **at least 45 days prior to the event** to be considered.

To download, fill out and save a vendor or coordinator application form, please click on the links provided:

- [Coordinator and organizer's application form](#)
- [Vendor's application form](#)
- [Guidelines for special events](#)

Use this link [PSS Special Event Application](#) to submit an application on line.

Introducing the Durham Region Personal Service Settings E-Learning Course

Coming 2026

The FREE Personal Service Settings (PSS) online course is recommended for owners/operators and staff of settings like salons and spas, tattoo and piercing studios, aesthetics providers and places that offer manicures/pedicures.

Personal service providers will learn about infection control to keep both clients and the staff healthy and reduce the chances of spreading infections or diseases.

The training session will provide an overview of the Public Health Inspector's role, including what inspectors typically look for during an inspection. Participants will be guided through the essential Infection Prevention and Control (IPAC) best practices specific to Personal Services Settings. The training also will reinforce learning and evaluate your understanding of these best practices.

While Durham Region Public Health recognizes your experience as personal service workers (PSWs), it is essential to understand how to protect both yourself and your clients from infections, as any client may potentially carry an infectious disease.

The PSS course will be offered free of charge and will be available in English.

Stay tuned for the release in 2026!

What's Inside...

p. 4
Halo Head
Massager
Services

p. 5
Choosing
Bleach as a
Disinfectant

p. 6
No power?
No water?
No Service.

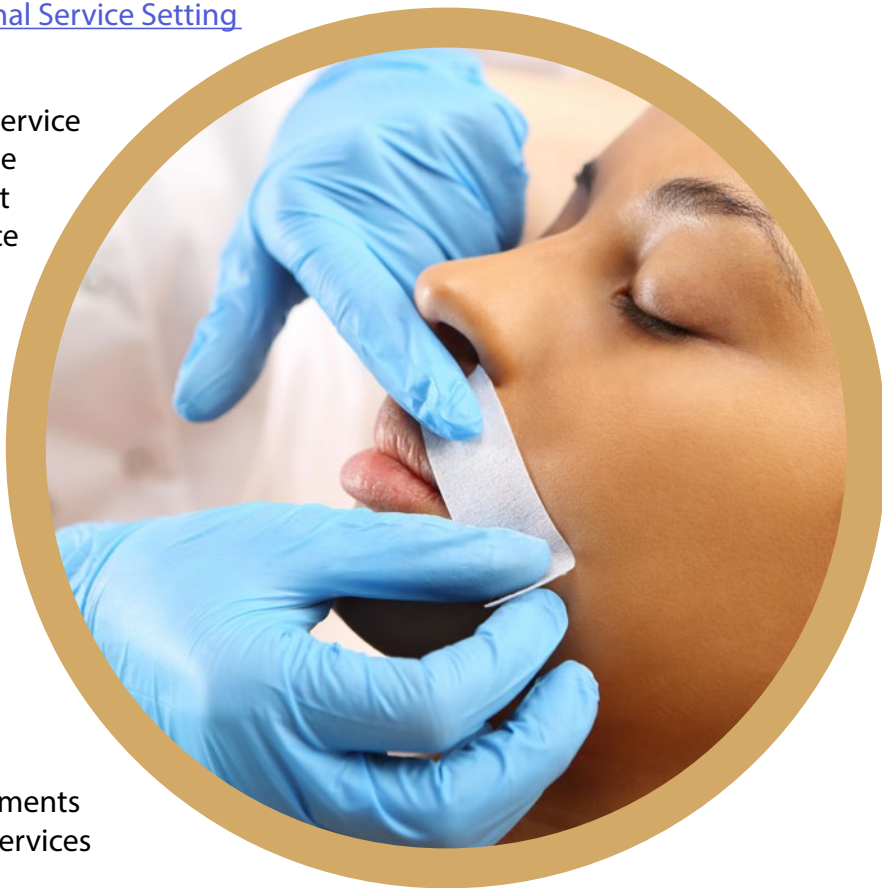


Thinking of Operating a Home-based Personal Service Business or Adding New Services?

Home based businesses like public facilities, are also obligated to follow the [Personal Service Setting regulation 136/18](#).

Every operator of a personal service setting who intends to provide additional personal services at the setting shall provide notice in writing of the intention to the medical officer of health of the health unit in which the personal service setting is located at least **14 days before commencing to provide the additional services**.

Key considerations when opening a home-based business include, but not limited to, sink requirements for cleaning, disinfection and handwashing, setting requirements for service areas and type of services offered.



Before offering services to the public, [connect with a Public Health Inspector](#) to ensure your setup complies with the Personal Service Settings Regulation and to schedule your pre-operational inspection.

Once your application is approved, you will receive a disclosure sign that must be prominently displayed at the main entrance of your business. Inspections will occur with the same frequency as those conducted at public facilities, with a minimum of one inspection per year.

You can [Submit Public Health Applications for Businesses](#) online here.

Be sure you are set up for success!

Notification to Health Department: New Business, New Services or Construction/Alterations?

If you're planning to open a new personal service setting, introduce new services, or make any construction or alterations, you are required to notify the Health Department in writing **at least 14 days in advance**. Your notification should include:

- The intended opening or reopening date
- Details of all new services being offered
- The name and address of the operator

Timely notifications and effective communication will help your business comply with regulations and infection control practices, ensuring your clients' safety.

To notify the Health Department please visit: [Personal Service Settings Notification Form](#)



Halo Head Massager Services

The Durham Region Health Department has begun to see the use of halo head spa services/ massagers as part of personal services offered in facilities. The device is a water delivery tube with several waterspouts along the length that cascade water onto a client's head, then draining into a sink basin below.

In consultation with Public Health Ontario, it has been concluded that these types of basins **MUST** always be **directly plumbed** and **should only use fresh, non-recirculated potable water**.

Devices that are **not permitted** are:

1. Non-plumbed hair spas equipped with water holding tanks,
2. Plumbed units incorporating water recirculation holding tanks, and;
3. Halo head spa equipment with pumps recirculating water from the hair wash basin.

What's the risk?

1. These types of devices may create conditions for pathogens to breed such as *Legionella*.
2. When recirculated water is used, it creates an infection risk due to the inability to clean and disinfect the tubing and equipment.
3. Clients and staff exposed to droplets of contaminated water near mucus membranes and the respiratory tract, may be at risk of illness.

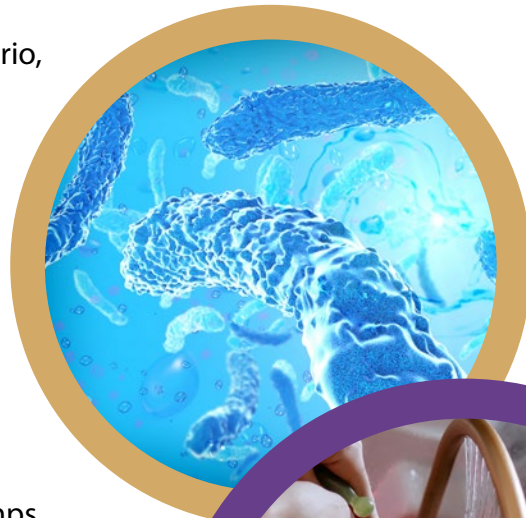
What this means for you:

1. Ensure the device will not recirculate water used on clients back into the tubing.
2. Make sure the unit has the capability to be directly plumbed to waste.
3. Water used must be potable.
4. Do not purchase a device without a Manufactures Instructions for Use (MIFU) that clearly outlines cleaning and disinfection processes.

If your facility offers this service, we appreciate your attention to and compliance with the above requirements.

For more information, visit Public Health Ontario's webpage [Infection Prevention and Control Considerations for Halo Head Spas](#) fact sheet.

Notification to health department prior to operation



Choosing Bleach as a Disinfectant

Operators of personal service settings may use bleach for disinfection of tools or surfaces & equipment including foot basins.

Did you know there are certain requirements you must look for when selecting a bleach to use for disinfection within your personal service setting? Bleach products contain sodium hypochlorite, the active ingredient responsible for disinfection. However, not all products have a sufficient concentration for effective disinfection and are therefore only suitable for use in laundering and general cleaning.

When selecting a bleach for the disinfection of tools/surfaces, you **MUST** ensure the bleach can meet **at least one of the following**:

1. The bleach must provide instructions for use as a disinfectant on the label, OR
2. The bleach has a DIN (drug identification number) present, OR
3. The label states there is at least 5.25% sodium hypochlorite (the active ingredient in bleach)

Example 1: The bottle of bleach has no instructions for use for disinfection and no DIN, however, it states the concentration is **5.25% sodium hypochlorite**.



This is acceptable as it contains the minimum percentage of sodium hypochlorite required for disinfection.

Refer to [Preparing Household Bleach as a Disinfectant](#) fact sheet for measurements.

For all other bleach strengths (other than 5.25%) or calculating different volumes, use Public Health Ontario's [Chlorine Dilution Calculator](#).

Example 2: The label for the bleach does not provide instructions for disinfection, it does not have a DIN and it does not state the % of sodium hypochlorite. It only provides instruction for use for laundry and cleaning.



This is **NOT** acceptable for use as a disinfectant, ensure you select one that meets one of the three criteria outlined above.

Example 3: The instructions indicate that the bleach can be used for disinfection and there is no percentage of sodium hypochlorite and there is no DIN.



This is acceptable for use as it indicates it can be used for disinfection.

Don't forget, if using a bleach and water solution to disinfect tools, remember that it must be replaced daily - or more frequently, if it becomes visibly soiled or contaminated - to ensure its effectiveness.



No power? No water? No Service.

To operate your PSS premise, the Ontario Personal Service Setting Regulation 136/18, requires the presence of hot and cold potable running water under pressure. In the event of a power outage, the hot water supply will be affected.

Premises in rural areas on well water will lose water supply completely as water pumps will turn off and treatment systems will be inactive. Without power to the treatment system the water supply will not be treated and there is a potential of bacterial contamination that is unsafe for drinking, handwashing or proper cleaning of tools.

Lack of hot and cold running water is considered a health hazard.

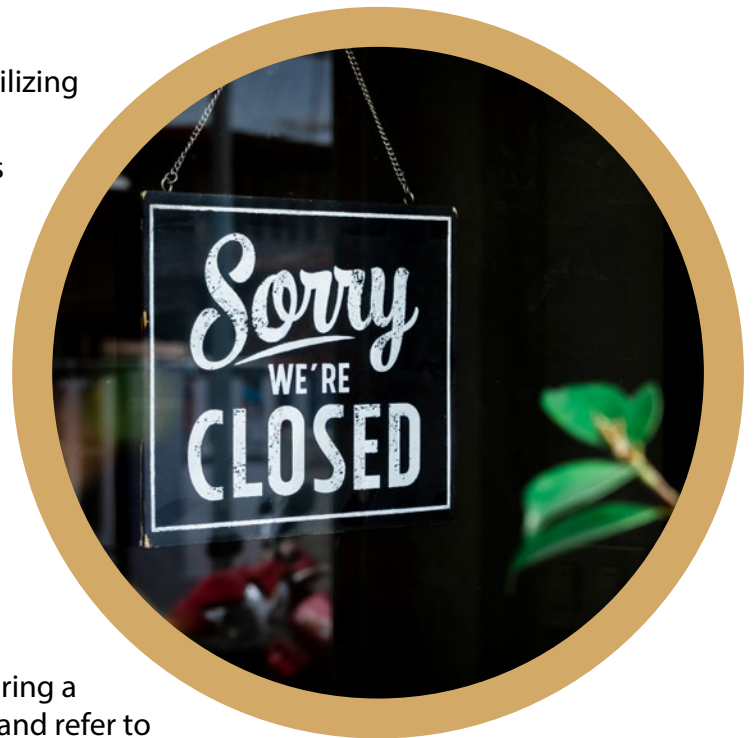
Potable water is needed for:

- hand washing
- cleaning and disinfecting and/or sterilizing of tools and equipment
- general maintenance of the premises

The lack of water for hand washing and cleaning may result in the transmission of bacteria, viruses and fungi that could cause an infection in people.

What you need to do:

- If it appears to be a prolonged power outage, you must cease offering services and close the premise to clients.
 - If you have a sterilizer and have experienced a power outage during a cycle, the cycle is not complete and refer to the manufacturer instructions for your sterilizer and follow the guidance provided.
- In the event of a water main shut off (scheduled or not), you must close your premise as there will be no available hot and/or cold potable water.
 - In the case of a water main break, you will be provided instruction when the water is okay to use (and will likely be provided instructions on flushing the water).



Failure to close your personal service setting operations during these instances is in contravention of the Ontario Regulation 136/18 and will result in a Red Closure disclosure sign being posted at your facility in addition to a Closure order being served, results are disclosed on the Know Before you Go Disclosure Website. There may also be additional legal action associated with failure to comply.

Once power is restored you may operate, however, if you have been issued an Order, you must contact the Health Department before reopening and providing any services.

REMINDER!

Update your contact information.

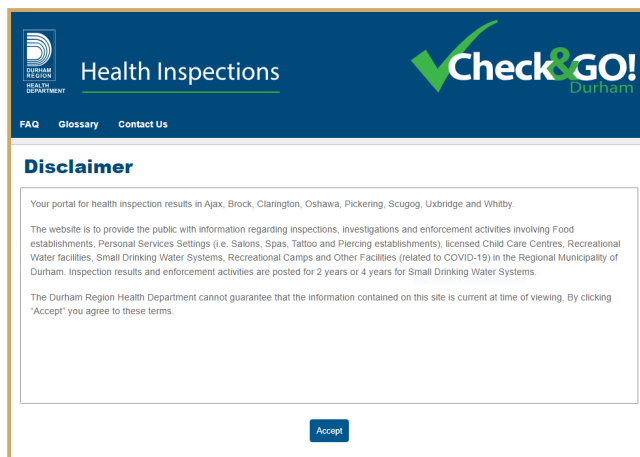
Occasionally the Durham Region Health Department sends important information to all personal service settings.

A current contact list will help us disseminate the information to you more efficiently.

If there have been any changes to your facility contacts, such as owners, managers, supervisors, telephone numbers, e-mail addresses, please forward the latest information to your area Public Health Inspector or EHL@durham.ca to update the list.



Your facility's inspection reports for the past 2 years can be found [here](#).



**Next Issue release:
Spring/Summer 2026
We welcome
your ideas and
suggestions!**

We would like to remind all personal service setting owner/operators and staff that we welcome any suggestions for future article topics, ideas, and any comments you have, to improve the newsletter!

Please submit comments by email to EHL@durham.ca and indicate in the subject line "Personal Service Setting Newsletter Contribution".

The *Beyond Glam* Newsletter is published and distributed by Durham Region Health Department, Health Protection Division, and is distributed to personal service settings within Durham Region.

For any additional questions, please contact your area Public Health Inspector or the Durham Health Connection Line as this account is not monitored:

Contact Us



Durham Region Health Department, Health Protection Division

101 Consumers Drive, Whitby, Ontario L1N 1C4

Telephone (within regional limits): 311

Telephone: 905-668-2020 | Toll-Free: 1-800-841-2729 | Fax: 905-666-1887

Email: EHL@durham.ca



Thank You, Durham Region Health Department