



Personal Service

Beyond Glam

Newsletter | Spring/Summer 2024



Welcome to the premiere edition of the Personal Service *"Beyond Glam"* Newsletter from the Durham Region Health Department. The purpose of the newsletter is to bring the industry closer together by sharing information the Health Department finds helpful for all our facilities that offer personal services.

Enhancing Ambiance and Safety

Establishments that have a welcoming look catch the eye of clients. But did you know that the Personal Service Settings (PSS) Regulation 136/18, 'Setting Requirements' outlines that floors, walls, ceilings, fixtures, and furniture within the setting must meet certain criteria. These include being in good repair, easily cleanable, made of smooth and impermeable material, and maintained in a sanitary condition.

What does this mean to you?

The Durham Region Health Department requires that all service areas of the establishment be free of absorbent materials to allow easy cleaning and disinfection. Furniture in client waiting areas that contacts clients, such as chairs and couches, must be smooth and non-absorbent.

Decorative pillows and cushions, while attractive, need to be made of wipeable, impermeable material that can withstand cleaning and disinfection after each client. Avoid using cloth, fabric, or absorbent materials for these items.

For more information on the requirements for PSS operators, please visit:

- [PSS Regulation – section 8 \(1\) 2](#)
- [Guide to Infection Prevention and Control in PSS – section 3.3](#)

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Two Step with Me! Step #1: Clean... Step #2: Disinfect

Maintaining a clean and safe environment for your clients is a top priority. When it comes to the equipment and devices used, you want to be sure you are providing excellent service while also ensuring the health and safety of your clients. The Durham Region Health Department feels the same way about your client safety. We want to ensure the protection of your clients' health when providing any personal service regardless of the level of risk.

How can we achieve this?

Cleaning AND disinfection of implements, tools, and machines all need to be conducted after each client.

Step #1: CLEAN

Cleaning involves the application of an appropriate detergent or cleaner along with mechanical friction that will remove any contaminants and gross soil. A dedicated scrub brush must be used for certain instruments. A thorough rinse is required to remove detergent/cleaner and debris.

Step#2: DISINFECT

Disinfection can be achieved only after the cleaning step has been completed. The level of disinfection of your implements, tools, and machines is dependent on the service provided.

Manufacturer's instructions for use (MIFU) will make suggestions on how to disinfect a piece of equipment; however, there is misinformation on what is acceptable. The Durham Region Health Department uses the Guide to Infection Prevention and Control in Personal Service Settings, 3rd edition, for correct application of cleaning and disinfection. You can find it [here!](#)

Cleaning and disinfection of instruments and equipment CANNOT be one step.

You cannot clean with a disinfectant.

Picture this: Dipping your used cuticle cutters in a disinfectant solution for a few minutes does not remove any debris or dead skin. The contact time for disinfection needs to be achieved. Disinfectant instructions for use must be followed to achieve optimal kill of fungus, bacteria, and viruses. Check the directions for use to know the disinfectant's "contact time". Cleaning must be done first because debris can make the disinfectant less effective.

You do not need to see blood on implements, tools, and machines for it to be considered contaminated!

A well-maintained and hygienic environment contributes to the overall satisfaction and safety of your clients.

Did you Know?

Hand soap is not allowed for instrument cleaning.

Scrub brushes must be in good repair.

Microneedling Trends

Microneedling is a relatively new invasive procedure involving superficial and controlled puncturing of the skin by miniature fine needles. It has gained popularity in recent years.

With the increased demand for focused skin care, microneedling has become a popular service in clinics and personal service settings.

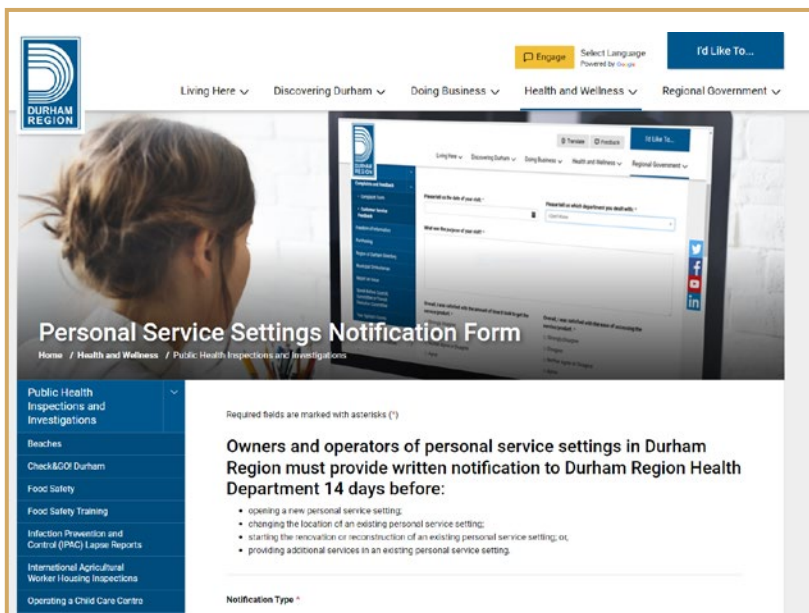
What must you consider when choosing a device?

- Is it registered for use on [Health Canada's Medical Devices Active License Listing \(MDALL\)](#)?
- Read the manufacturer's instructions. Does the device limit use to only healthcare professionals (i.e., Registered Nurse (RN), Registered Practical Nurse (RPN), Nurse Practitioner (NP), Medical Doctor, etc.)? A medical directive issued by a verified Physician or Nurse Practitioner may be needed.
- Check if the needle cartridges have an acceptable safety membrane/backflow prevention system. This prevents potential blood or other fluids from contaminating the device during the procedure.

During your annual inspection, your Public Health Inspector will require the above information. It will be up to you, as the operator, to connect with the manufacturer to obtain the information needed to use the device within your setting.

It is advised that operators consult with their area Public Health Inspector prior to investing in expensive devices to be certain the equipment complies with public health standards. Also, operators are to contact Durham Region Health Department in writing 14 days prior to starting any new services. You can notify Durham Region Health Department via the following link:

<https://forms.durham.ca/Health/Personal-Service-Settings-Notification-Form>



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.

What Records Do I Need to Keep at My Facility?

As an operator of a personal service setting, are you wondering what records your inspector will ask to see during an inspection? Operators offering personal services are subject to inspection under the [Ontario Regulation 136/18 - Personal Service Settings](#). Below are some of the records you must keep readily available on-site and provide to a Public Health Inspector upon request. All records must be kept and available upon request for a total of 3 years. Store records at the personal service setting in a secure location for one year, and then keep them readily available for an additional two years in a secure location.

Records related to accidental exposures to blood or body fluids (e.g., client or worker incidents such as cuts, burns, or other injuries):


What information needs to be documented when there has been an exposure?

- Date of injury/exposure to blood or body fluids
- Full name (first and last) and contact information of the person exposed
- Full name (first and last) and contact information of operator involved in the incident
- Details of the exposure including service provided, where on the body the injury/exposure occurred, and how the injury/exposure occurred
- Actions taken

Accidental Exposure to Blood or Bodily Fluids Recording Form				
Facility Name / Location: _____				
Date of exposure Month/Day/Year	Exposed person Full name, address and phone number of person exposed to blood/bodily fluid or whose blood/bodily fluid contacted an item	Details of exposure • Item used (i.e., Scissors, etc.) • Service performed • Part of the body injured/exposed • How the exposure occurred	Action(s) taken* Check applicable box(es) *For level of disinfection, refer to Appendix I in the Guide (see below)	Person providing procedure Full contact information
Example May 1, 2021	Jane Perm 123 Durham Rd, Whitby, ON L1M 1C7 905-555-1234	Scissors cut client's right ear during haircut	<input type="checkbox"/> Item discarded <input type="checkbox"/> Item cleaned and high-level disinfected or, <input checked="" type="checkbox"/> Item cleaned and intermediate-level disinfected	Harry Barber 456 Region St. Oshawa, ON L1H 2A3 905-777-5678
			<input type="checkbox"/> Item discarded <input type="checkbox"/> Item cleaned and high-level disinfected or, <input type="checkbox"/> Item cleaned and intermediate-level disinfected	
			<input type="checkbox"/> Item discarded <input type="checkbox"/> Item cleaned and high-level disinfected or, <input type="checkbox"/> Item cleaned and intermediate-level disinfected	


Note: This record must be kept by the owner on site in a secure location for at least 1 year, and thereafter on file for at least an additional 2 years.
*For information on the appropriate level of disinfection, refer to Appendix I in the [Guide to Infection Prevention and Control in Personal Service Settings](#). For general information on cleaning and disinfection, refer to the [Cleaning, Disinfection & Sterilization Flowchart](#) and [Preparing Household Bleach as a Disinfectant](#) poster.


Collection of this information is under the authority of the Health Protection and Promotion Act R.S.O. 1990 c.H.7, s. 5 (as amended) for enforcing the Act and Regulations thereunder. Questions about this collection of information should be addressed to Durham Region Health Department, Manager, Health Information, Privacy and Security at 605 Rossland Rd. E., Whitby, ON, L1N 0B2, 905-668-7711




Durham Health Connection Line
905-668-2020 or 1-800-841-2729
durham.ca/KnowBeforeYouGo

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







Source: Guide to Infection Prevention and Control in Personal Service Settings, Public Health Ontario, July 2019. DUHEV-253 Mar23

Ask your Public Health Inspector for a copy of the Accidental Exposure to Blood or Bodily Fluids Recording Form (or click [here](#)).

Client records:

When providing non-invasive services (i.e., hairdressing/barbering, manicure/pedicure, waxing, eyebrow/eyelash tinting, eyebrow lamination, eyelash lifts/extensions, dermaplaning, microdermabrasion, hydrafacials, relaxation/non-RMT massages, etc.), the person providing the personal service must record the full name (first and last) and contact information of the person seeking the service. This includes clients that are walk-ins. If a facility is providing only hairdressing or barbering services (and no other services), they are exempt from recording client information; however, it is still recommended to obtain the client's contact information for potential traceback purposes. Remember, if there is an accidental exposure or injury involving blood or bodily fluids, the incident must be documented, and proper records maintained.

When providing invasive services (i.e., tattooing, piercing, micropigmentation, microneedling, laser hair removal, electrolysis, etc.), records must include:

- Which procedure was performed and on what part of the body the procedure was performed
- Full name (first and last) and contact information of the person who received the procedure
- Full name (first and last) and contact information of the person who provided the procedure
- Records to document that the person seeking the procedure was provided with an explanation of the procedure and information about any risks associated with the procedure were given
- Verbal and written after-care instructions were provided to client
- Dates of the procedure
- Lot numbers and expiry date of the pre-packaged sterile equipment used in the procedure

Records related to pre-packaged, sterile items being used:

When pre-packaged, sterile items are used (i.e., lancets, blades, tattooing/microneedling cartridges etc.), records are required on-site for tracking purposes including proof of sterility, expiry dates, name of manufacturer, lot numbers, invoices/receipts, etc. Any sterile items without proper records may be seized by a Public Health Inspector. Reminder, maintaining comprehensive records is not only a regulatory requirement, but also contributes to client safety.

Disinfection records:

For disinfectants that have an allowable multi-day reuse claim (i.e., PREempt HLD5 or CS20, etc.), records must include:

- Name of the disinfectant
- Date when the disinfectant was prepared
- Date by which the disinfectant solution must be discarded (refer to manufacturer's instructions)
- Expiration date of the bottle
- Staff initials


Ask your Public Health Inspector for a copy of our Disinfectant Log Sheet (or click [here](#)).







Disinfectant Log Sheet				
Name of Disinfectant: _____				
Contact Time (length of time to immerse instrument in disinfectant): _____				
How to Prepare Disinfectant (check directions on bottle): _____				
Date Prepared (mm/dd/yyyy)	Date Discarded (mm/dd/yyyy)	Expiry Date of Bottle (Check bottle before each preparation)	Staff Initials	Notes

Notes:

- Follow the directions for use listed on the bottle including use of personal protective equipment (PPE), contact time, expiration date, dilution ratio, concentration, etc.
- Store records at the personal service setting in a secure location for one year, and then kept readily available for an additional two years in a secure location.

Source: [Ontario Regulation 136/18, Personal Service Settings, S. 14\(1\)](https://www.ontario.ca/laws/regulation/180136)
(<https://www.ontario.ca/laws/regulation/180136>)

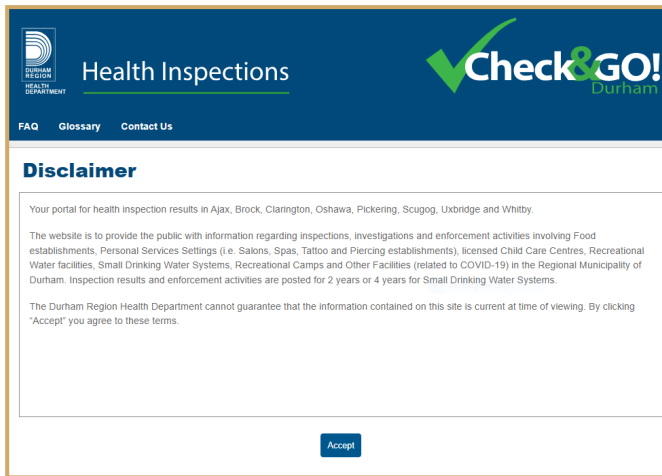
 Durham Health Connection Line
905-668-2020 or 1-800-841-2729
durham.ca/KnowBeforeYouGo

 Check & Go!
 Know Before You Go
   

This information is available in accessible format, contact 1-800-841-2729. DUHEV-599 (Jan 2023)

Know Before You Go D U R H A M

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



**Next Issue release:
Fall/Winter
Coming October
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