

GENERAL OPERATIONAL REQUIREMENTS for PERSONAL SERVICE SETTINGS

Personal service settings are routinely inspected by Public Health to ensure full compliance with [Ontario Regulation 136/18: Personal Service Settings](#).

WORK AREAS/CONTACT SURFACES

- Work areas must be clean, well-lit and maintained in good repair
- Work surfaces (where services are offered) must be smooth and non-absorbent
- All floors, walls and ceilings must be non-absorbent, clean and in good repair
- Work contact surfaces (headrests, worktables and chairs, etc.) must be cleaned and disinfected with a low-level disinfectant after each client. Alternatively they may also be covered with a single-use towel or linen for each client and disinfected at least once per day. Clean and disinfect immediately when visibly soiled.
- The work area must be appropriate for the personal services being offered

SINKS

Handwashing sinks must be:

- Dedicated and conveniently located in the work area
- Accessible for use at all times while services are being performed (i.e., sink is free of clutter and able to be accessed by the workers and clients during service delivery)
- Continuously supplied with potable (safe to drink) hot and cold running water, and appropriate supplies such as liquid soap in a dispenser and single-use hand towels (e.g., cloth or paper) in a dispenser

Reprocessing sinks must be:

- Used only for reprocessing (not as a handwashing sink)
- An adequate size for cleaning and disinfecting equipment/instruments
- Capable of immersing the largest piece of reusable equipment (e.g., foot files, nail clippers, squeeze bottles) used at the setting
- Continuously supplied with potable (safe to drink) hot and cold running water under pressure
- Located in a room without a toilet
- Separated far enough from the area where personal services are provided, in order to prevent contamination
- Set up to allow for one way workflow of contaminated items where reprocessing flows from dirty to clean. This means there are separate areas for clean and used equipment

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- Arranged to have enough counter space to prepare the reusable equipment for use and reuse

Note: A two-compartment sink can be used for reprocessing station, but not as a reprocessing and handwashing station together

PERSONAL SERVICE WORKER REQUIREMENTS

- Personal items belonging to workers such as, food and medication must be stored separately from client supplies
- Smoking, eating, or drinking are not allowed while providing services
- Hepatitis B vaccination is strongly recommended due to the potential contact with blood and body fluids
- Broken skin on hands and arms must be covered while providing services

SHARPS/SHARPS CONTAINER

- All sharps used at the setting must be sterile and for single-use
- Sharps must be from packaging that has not been previously opened, damaged or compromised in any way
- An approved sharps container must be available for the safe disposal of sharps (e.g., razor blades, lancets, needles, credo blades etc.) in the area where the sharps item(s) are being used
- Sharps containers are to be compliant with the Canadian Standards Association (CSA) Group standards
- Sharps containers are to be sealed and replaced when the contents reach the fill line marked on the container or when three-quarters full

RECORDS

Every operator of a personal service setting shall keep the following records, if applicable:

- **Sterilization records** including:
 - The name and type of sterilizer used
 - The date and time when the sterilizer was used
 - The equipment on which the sterilizer was used
 - Any preventative maintenance or repairs done on or to a sterilizer and whether the sterilizer functioned properly after the maintenance or repairs
 - The results of any checks or tests done on sterilizers
- **Disinfection records** including:
 - The name of the disinfectant
 - The concentration of the disinfectant
 - The date when the disinfectant was prepared, if applicable
 - The date by which the disinfectant solution must be discarded, if applicable
- **Invasive procedure records**, including:
 - Which procedure was done and on what part of the body
 - The name and contact information of the person who received the procedure
 - The name and contact information of the person who provided the procedure
 - The dates of the procedure

- The lot numbers and expiry date of the pre-packaged sterile equipment used in the procedure. Do not use needles if there are no expiry dates and lot numbers
- **Accidental exposures** to blood or body fluids records, including:
 - The date of the accidental exposures to blood or body fluids
 - The service being provided when the exposure occurred
 - The part of the body that was exposed to blood or body fluids
 - The name and contact information of the worker providing the procedure when the exposure occurred
 - The action taken by the worker providing the service in response to the exposure
 - The name and contact information of the person who was exposed to blood or body fluids

Operators of a personal service settings are to ensure that the records are stored in a secure location for one year and kept readily available in a secure location for at least two years after the end of the period, for a total of three years.

GENERAL EQUIPMENT REQUIREMENTS

- Any equipment or item that is handled during a procedure is considered contaminated
- Adequate storage space for necessary equipment and supplies
- Equipment that is multi-use must be cleaned and disinfected/sterilized between clients
- Any item that cannot be cleaned (i.e., type of material to withstand cleaning and disinfection) and disinfected/sterilized between clients must be considered single-use disposable and discarded immediately after use
- All equipment used in providing personal services at the setting should be maintained in accordance with the manufacturer's instructions for use
- If manufacturer's instructions for use are not available or does not meet infection prevention and control best practices, equipment must be maintained in accordance with the directions, if any, of a medical officer of health or public health inspector
- All instruments/equipment must be of durable construction, in good repair and stored in a sanitary way to avoid contamination
- Clean equipment and instruments must be stored separately from dirty equipment and instruments
- All dispensed products (lotion, cream, oil, wax, antiseptics, inks) must be dispensed in a way which does not contaminate the remaining portion (e.g., no double dipping)

DISINFECTANTS

- All disinfectants used (except chlorine bleach/sodium hypochlorite) must have a drug identification number (DIN) or natural product number (NPN) that is assigned and/or approved by Health Canada; and used as per the manufacturer's instructions (e.g., contact time, use of test strips), where available as per [Ontario Regulation 136/18: Personal Service Settings](#)
- All disinfectants should be used by their expiry dates
- Ensure that all internal policies are in place, staff are trained in the policies, and that manufacturer's instructions for use for all equipment and products are available upon request

ANTISEPTICS

- Skin antiseptics are to be stored and dispensed carefully in a way that prevents contamination

- These products are to be dispensed from a single-use swab packet or onto a single-use clean cotton swab or cotton ball, and applied onto the skin according to the manufacturer's instructions
- If anesthetic is used, only topical local anesthetic approved by use by Health Canada is permitted. Injectable anesthetic is prohibited. If a topical local anesthetic is used, the site is cleaned with a suitable skin antiseptic before applying the anesthetic

LAUNDRY

- All laundered items (linens, towels and sheets) used for service must be stored in a way that prevents contamination and must be discarded or laundered after each use

ANIMALS

- The premise shall be kept free from animals (including birds, aquatic species, reptiles) unless:
 - They are service animals
 - Are live aquatic species displayed or stored in sanitary tanks

PROHIBITED SERVICES

- Ear candling or coning
- Any personal service involving live aquatic species, including fish pedicures

NOTICE OF INTENT TO OPERATE

- Notify York Region Public Health at least 14 days before starting operation, providing additional services or construction or renovation of the premises
- Refer to [Personal Service Settings Notification of Intention](#) or contact your Public Health Inspector
- Contact the local municipality on the operation your business in accordance with municipal requirements

ADDITIONAL RESOURCES

[Cleaning and Disinfection for Personal Service Settings](#)
[Instrument Disinfection for Personal Service Settings](#)
[Preparing Household Bleach as a Disinfectant](#)
[York.ca/InfectionPrevention](#)
[York.ca/BeSpaSafe](#)

SOURCES

1. Health Protection and Promotion Act, R.S.O. 1990, c.H.7; O. Reg. 136/18: Personal Service Settings
2. Ontario Agency for Health Protection and Promotion (Public Health Ontario). Guide to infection prevention and control in personal service settings. 3rd ed. Toronto, ON: Queen's Printer for Ontario; 2019

This fact sheet was adapted with permission from CIPHI Ontario and is based on PSS best practice recommendations, current reprocessing standards and legislation. It is not an inclusive list of all requirements. Operators are responsible to ensure that all services are offered according to local requirements, best practices and legislation.