



Brief Guide for Opening a Personal Service Setting

Personal Service Settings (PSS) in Ontario are required to comply with Regulation 136/18 of the Health Protection and Promotion Act. Personal service settings include but are not limited to; hair salons and barber shops, nail salons, aesthetic services and tattooing, piercing and body modification.

Public health inspectors with the Renfrew County and District Health Unit (RCDHU) are tasked with enforcing the regulation pertaining to personal service settings. Under the legislation, everyone who intends to operate a personal service setting must notify the health unit at least 14 days before opening and include their name, contact information and the location of the premises.

Before opening a PSS, public health inspectors are available to assist you at the early stages of planning by providing information, advice and pre-opening facility inspections to help prevent problems from occurring within your PSS. RCDHU can also direct you to educational courses through blood borne pathogens training courses.

You and the public health inspector share a common goal – operate a clean, safe and successful personal service setting.

Inspection results for all PSS are publicly disclosed and available for the public to review online.

Resources

- Regulation → [O. Reg. 136/18: PERSONAL SERVICE SETTINGS](#)
- [Guide to Infection Prevention and Control in Personal Service Settings](#)



Checklist for Opening a Personal Service Setting:

- Call your local public health inspector for PSS requirements.
- Complete IPAC training and have your staff members complete IPAC training, if you choose
- Review the Personal Service Setting Regulation (Ontario Regulation 136 /18)
- Provide owner / operator name, mailing address and phone number to the public health inspector, along with business name, business address and when opening (if available)
- Contact your local municipal building and by-law departments for other specific requirements for PSS
- Draft floor plan layout of the proposed PSS. Floor plans should show reprocessing and hand wash sink locations at a minimum. The public health inspector may want to review the floor plan.
- Call your local Public Health Inspector for an opening inspection



General Requirements for a Personal Service Setting:

Setting Requirements:

- Premises must be maintained in a clean and sanitary manner.
- Floors, walls and ceilings must be in good repair, easily cleanable, made of an impermeable material and maintained in a sanitary condition.
- The rooms used for services may not be used for eating or drinking, sleeping or selling, handling or preparing food.
- Lighting and ventilation must be sufficient to enable safe and sanitary operations of the facility.
- Waste receptacles are required including properly constructed and labelled containers for biomedical waste (sharps containers).

Sinks:

- All sinks in a personal service setting must be equipped with hot and cold potable water under pressure.
- Two sinks are required:
 - Hand Wash Sink
 - Only used for hand washing
 - Conveniently located to the work area
 - Accessible at all times
 - Stocked with necessary supplies
 - May be located in a washroom if approved by a Public Health Inspector
 - Reprocessing Sink
 - Required if premise has reusable equipment or tools that require reprocessing
 - Deep enough to submerge your largest piece of equipment.
 - Has adequate counter space to prepare the reusable equipment for use and re-use;
 - Not located in a room with a toilet
 - Is sufficiently separated from where personal services are provided so as to prevent contamination
- If premise offers **only** hair dressing and/or barbering service, the hand wash sink can be used as a reprocessing sink IF
 - It is not located in a room with a toilet
 - Reprocessing occurs outside of operating hours



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Products:

- Products used in the premises must be stored and dispensed in a manner that prevents contamination. i.e. single use popsicle sticks for wax, do not dip nail into dip container
- Any disinfectant used in the premises must be accompanied by a drug identification number (DIN) or a natural product number (NPN)- this requirement does not apply to chlorine bleach solutions.
- If using isopropyl alcohol, ensure it is 70% to 90% as indicated on the label
- Disinfectants must be used in accordance with manufacturers instructions and be an appropriate level of disinfection for the equipment, tool or surface they are being used on.

Equipment:

- All equipment must be clean and in good repair.
- All equipment must be able to be adequately cleaned and disinfected or be covered by a single use disposable cover.
- Equipment must be used in accordance with manufacturers instructions.
- All reusable equipment must be cleaned and sanitized as often as necessary to prevent disease transmission.
- Items designed for single use must be properly disposed of after they are used.
- Sharps containers must be labelled for biomedical waste, compliant with the Canadian Standards Association requirements and be disposed of as per requirements in the *Environmental Protection Act*.

Record Keeping and Information:

- All records must be kept on site for a minimum of one calendar year and retained in a readily available manner in a secure location for 2 years after that.
- Required documentation for record keeping is listed below;

Clients and Services

- Name and contact information for all clients receiving services. This does not apply to those receiving **only** hairdressing or barbering services.



Invasive Services

- Type of procedure and associated risks must be explained to client and proof of this documented (ie aftercare instructions)
- Name of client and services received
- Name of the employee who provided the service
- Date of procedure
- Lot number and expiry date of any pre-packaged sterile equipment used in the procedure

Accidental Exposures to Blood and Body Fluids

- Date of exposure and person providing service
- Service being provided
- Part of body exposed
- Action taken
- Name and contact information for person exposed.

**Template in appendix

Disinfection Records

- Name of disinfectant and concentration
- Date disinfectant was prepared or opened
- Date by which product must be disposed of

**Template in appendix

Sterilizers:

- Sterilization is the highest level of disinfection available. It kills or inactivates all pathogenic microorganisms including bacterial spores.
- If your premise uses a sterilizer please discuss additional requirements for record keeping and batch validations with your public health inspector.
- Further details on sterilizer requirements can be found in [O.Reg 136/18](#) or [Guide to Infection Prevention and Control in Personal Service Settings](#) from Public Health Ontario.



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Prohibited Services:

- Ear candling or coning
- Services involving live aquatic species (ie. fish pedicures)
- Tattoos or piercings of the eye (as per the HPPA section 18.1)
- Methyl Methacrylate (MMA) – a type of artificial nail adhesive

Animals:

- No animals are permitted in PSS with the exception of aquatic species displayed in sanitary tanks and Service Animals as per the *Accessibility for Ontarians with Disabilities Act 2005*.

Employee Hygiene & Training:

- Training for Infection Prevention and Control (IPAC) is recommended, but not required for most employees at Personal Service Settings.
- All employees must wash their hands as often as necessary to remove contaminants and prevent disease transmission.
- Some online IPAC training options below*;
 - o [Canadian Red Cross – Bloodborne Pathogens](#)
 - o [Worksite Safety – Bloodborne Pathogens](#)
 - o [Progressive Mentorship – Bloodborne Pathogen Training for Tattoo & Body Piercing](#)

*These courses are not endorsed by RCDHU, but are known to contain information that would be useful as IPAC training for PSS.



Other Important Information:

The above indicates the general requirements of the legislation and their particular application in providing personal services to the public. All details of the regulation could not be included in this outline. Any individual interested in pursuing a business of personal service setting and service should contact the public health inspector at the local Health Unit office for further regulatory details.

**Renfrew County and District Health Unit
Pembroke Office**

141 Lake Street
Pembroke, ON, K8A 5L8
613-732-3629 Ext. 505 or 1-800- 267-1097
Fax: 613-735-3067

**Renfrew County and District Health Unit
Renfrew Office**

450 O'Brien Road, Suite 106
Renfrew, ON, K7V 3Z2
613-432-5853 or 1-800-804-0772
Fax: 613-735-3067



Appendices:

- Reprocessing Chart
- Disinfectant Log
- Accidental Blood Exposure Form

How to Clean Instruments in Personal Service Settings

Step 1:

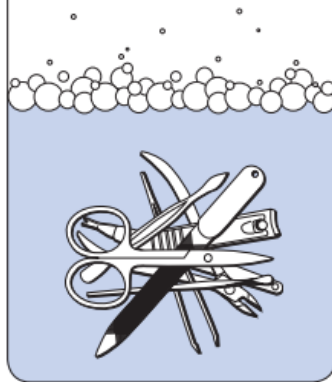
Presoak



In cool water, soak instruments that **cannot be immediately cleaned** with water and detergent.

Step 2:

Clean



Clean with warm water and detergent. **Ensure instruments are in an open position.**

Use a scrub brush or ultrasonic cleaner and wear appropriate PPE.

Step 3:

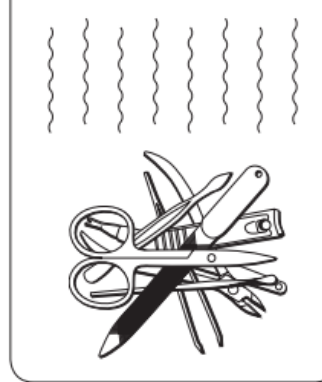
Rinse



Rinse under warm running water.

Step 4:

Air dry



Air dry and store in a clean, covered container until ready to disinfect or sterilize.

Step 5:

Disinfect

Soak in appropriate disinfectant for the required contact time.

– OR –

Sterilize

Use an autoclave or dry heat sterilizer, Canadian Standard Association (CSA).

Multi-use items that penetrate the skin and come in contact with blood/body fluid must be sterilized.

Other multi-use items may be disinfected.



Cleaning must occur **BEFORE** disinfection or sterilization.
Disinfectants work **BEST** on clean instruments



Renfrew County and District Health Unit

"Optimal Health for All in Renfrew County and District"

www.rcdhu.com

Adapted with the permission of The Regional Municipality of Waterloo (Public Health and Emergency Services).

A guide to disinfection and sterilization

Level of disinfection/comments		Examples of items	Product options	Contact time	Helpful tips
Sterilization Capable of destroying or irreversibly inactivating vegetative bacteria, bacterial spores, fungi, fungal spores and viruses.	Critical items: Equipment, instruments, and items that penetrate the skin or mucous membranes to enter normally sterile tissue, or have direct contact with the bloodstream.	<ul style="list-style-type: none"> Re-usable parts of micro pigmentation pen, scalpel handle Needle bars Needle tubes and grips Forceps Piercing clamps, jewelry openers/closers, receiving tubes Straight razors 	Dry heat sterilizer, Canadian Standard Association (CSA)	Follow manufacturer's instructions. Time varies with temperature and type of materials.	<ul style="list-style-type: none"> Refer to manufacturer's instructions for proper dilution, contact time and material safety data sheet information. Clean all instruments, equipment and surfaces with detergent and water before disinfection or sterilization. Choose the higher level of disinfection if uncertain about the required level of disinfection. Use a permanent marker to label the bottle clearly with the chemical name and mixing instructions. Prepare a fresh chlorine and/or Barbicide solution daily. This ensures the maximum effectiveness of your disinfectant. Store disinfected and/or sterilized instruments in a manner that will prevent contamination. Store your chemicals in a locked room or cupboard, to keep them out of the reach of children and customers. <p>Items requiring sterilization:</p> <ul style="list-style-type: none"> Purchase from a reputable supplier. Ensure each package is clearly marked with manufacturer's method of sterilization and a batch/lot/code number. Keep on site: records of purchases and a copy of manufacturer's sterilization certificate. Monitoring for sterilization includes mechanical, biological (spore tests) and chemical indicators. Sterility must be maintained until point of use.
			Autoclave		
High-level disinfection Capable of destroying or irreversibly inactivating all microbial pathogens, but not necessarily large numbers of bacterial spores.	Semi-critical items: Equipment, instruments, and items that contact mucous membranes or non-intact skin during use but do not ordinarily penetrate the skin or enter normally sterile areas.	<ul style="list-style-type: none"> Needle/probe holder (e.g. electrolysis) Any equipment, instrument or item used to hold or contact a sterile needle (e.g. electrolysis) Comedone extractors Tweezers to expose ingrown hairs Microblade handles and microneedle roller handles Grater-style foot files 	1:10 bleach dilution (5000 ppm): 62 ml (1/4 cup) 5.25% sodium hypochlorite bleach + 562 ml (2 1/4 cups) water	10 minutes	
			6% Hydrogen Peroxide	20-30 minutes	
			2% Stabilized Hydrogen Peroxide	5-8 minutes	
			0.55% Ortho-phthalaldehyde (OPA)	10 minutes	
Intermediate-level disinfection Capable of destroying or irreversibly inactivating all microbial pathogens, including mycobacteria but not bacterial spores.	Non-critical items that require intermediate-level disinfection: Equipment, instruments, and items that are intended to contact only intact skin, but may accidentally come into contact with non-intact skin or mucous membranes, or penetrate the skin.	<ul style="list-style-type: none"> Footbaths Ear piercing guns Handle and cradle of razors (e.g. electrolysis) Crochet hook, hair trimmers, edgers Nippers, clippers, cuticle pushers Tweezers used to remove hair from hair follicle Re-usable metal dremel bit 	1:500 bleach solution (1000 ppm): 20 ml (4 teaspoons) 5.25% sodium hypochlorite bleach + 1000 ml (4 cups) water	10 minutes	
			70-90% Alcohol	10 minutes	
			<p>Note: Alcohol above 90% is not recommended.</p>		
			0.5 % Hydrogen Peroxide	3-5 minutes	
Low-level disinfection Capable of destroying or irreversibly inactivating, at a minimum, vegetative bacteria.	Non-critical items that require low-level disinfection: Equipment, instruments, and items that do not directly contact the client, or contact only hair or intact skin.	<ul style="list-style-type: none"> Combs, brushes Service trays Hairdressing stations, chairs Callus blade holder Floor/walls/beds Make-up brushes Hair trimmers, edgers, guards, scissors, hair clippers Handles for hairstyling razors 	1:500 bleach dilution (100 ppm): 1 ml (1/4 teaspoon) 5.25% sodium hypochlorite bleach to 500 ml (2 cups) water	10 minutes	
			3% Hydrogen Peroxide	10 minutes	
			Quaternary Ammonium Products	10 minutes	
			0.5% Hydrogen Peroxide Phenols	10 minutes	

Single use instruments, such as emery boards, hindostones, orange sticks, buffers, pumice stones, toe separators cannot be cleaned or disinfected. They must be discarded after each client. Renfrew County and District Health Unit does not promote any specific brand of products. This chart represents examples of some of the products used in personal service settings and does not include an exhaustive list. This chart is designed to help you understand the different levels of disinfection, so that you can prevent infections.

***Mucous membranes: eyes, nose, and mouth.**





Renfrew County and District Health Unit

"Optimal Health for All in Renfrew County and District"

Accidental Exposure to Blood/Body Fluids Form

Premise Name _____

Premise Address _____

Date/Time _____

Description of Incident:

Immediate Actions Taken:

Client Information	Employee Information
Exposed to blood: Y or N	Exposed to blood: Y or N
Exposed to body fluids: Y or N	Exposed to body fluids: Y or N
Name _____	Name _____
Phone _____	Phone _____
Address _____ _____	Address _____ _____

Personal Protective Equipment Worn: _____

Employee Name _____ Date _____

Employee Signature _____

**Advise client and worker to seek medical attention.
Maintain this incident report record onsite for a period of one year and for a total of five years.**