

Personal Services Standards

Alberta Health, Government of Alberta

Personal Services Standards

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Reader Information

The *Personal Services Standards* ("Standards") have been developed following a thorough review of current literature and evidence; careful consideration of concerns, injuries and infections reported to Alberta Health and Alberta Health Services; and collaborative discussions with industry representatives, business owners, and provincial, territorial and federal health partners and stakeholders.

Applicability

These Standards apply to all types of personal services businesses including commercial, home-based, mobile, special-event, and vehicle-based businesses.

Documents Updated/Replaced

These Standards update and replace the *Health Standards and Guidelines for Barbering and Hairstyling* (June 2002), the *Health Standards and Guidelines for Body and Ear Piercing* (June 2002), the *Health Standards and Guidelines for Electrolysis* (June 2002), the *Health Standards and Guidelines for Esthetics* (June 2002), and the *Health Standards and Guidelines for Tattooing* (June 2002).

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Introduction

Alberta has set health and safety requirements in the personal services industry for over 90 years. Albertans are avid consumers of personal services and have an expectation that the personal services they obtain are safe.

The Personal Services Standards support the *Personal Services Regulation* in establishing minimum requirements for public health protection in personal service facilities and businesses. The *Personal Services Regulation* functions to set out general facility and business requirements and higher-level obligations for operators and workers. The Standards further describe these regulatory requirements and obligations, while also setting out detailed directions for equipping, operating and maintaining a safe and healthy personal services business.

These Standards represent an amendment and consolidation of five Health Standards and Guidelines that were originally published in 2002. Since that time, businesses have continued to offer a broadening range of personal services. The number, variety and complexity of personal services activities have also continued to grow.

Along with the amended *Personal Services Regulation*, these Standards aim to:

- address continual growth of the personal services industry by setting basic health and safety rules for more types of esthetic and cosmetic services;
- prevent injuries to Albertans by establishing basic requirements for the use of energy-emitting equipment and cosmetic products;
- foster a culture of health and safety in personal services businesses through the creation of written procedures and emphasizing the importance of worker skills and knowledge;
- reduce the risk and incidence of infection; and
- set out clear and sensible minimum requirements for personal services operators and workers.

The Personal Services Regulation and Standards were amended to address issues and gaps identified after a lengthy review of current literature and evidence; reports of concerns, injuries and infections submitted to Alberta Health and Alberta Health Services; and collaborative discussions with industry representatives, business owners and provincial, federal and territorial health partners and stakeholders.

Compliance with the legislation is promoted and monitored by Public Health Inspectors from Alberta Health Services through a variety of activities, including inspection, education and, where necessary, enforcement. Alberta Health Services should be contacted for any questions related to interpretation of these Standards and for notification of services that are, or are proposed to be, offered to the public.

Definitions

Activity	An action or process undertaken as part of providing a personal service.
Antiseptic product	A product that inactivates, reduces, prevents, or arrests growth of microorganisms on skin with the inherent intent to mitigate or prevent disease.
Client	A person receiving a personal service.
Commercial business	A business that offers personal services in a store-front or retail location, including to a mall bay, kiosk, office, or street-front setting.
Cosmetic product	A substance or mixture of substances that is manufactured, sold and represented for use by application on or injection into the body for the purpose of (i) enhancing, preserving or altering the appearance of the skin, hair, nails or teeth, or (ii) cleansing the skin, hair, nails or teeth, but does not include an antiseptic product applied for the purpose of reducing, inactivating, or preventing the growth of micro-organisms on the skin before a personal service is performed.
Drug identification number (DIN)	An eight-digit number assigned by Health Canada to a disinfectant that has been evaluated and authorized for sale in Canada
Energy-emitting equipment	Equipment that emits electromagnetic energy, thermal energy, electric energy or mechanical energy waves, or applies low temperatures, to grow, restore, damage, kill, shrink, stimulate or modify the functioning of cells.
Executive Officer	An Executive Officer within the meaning of s.9 and s.16 of the <i>Public Health Act</i> . (An Executive Officer may hold a job title such as “public health inspector”, “health inspector”, or “Medical Officer of Health”.)
Hand hygiene	Removing or killing microorganisms on the hands by using either soap and running water, or alcohol-based hand rubs.

Home-based business	A business that offers personal services from within the business operator's or personal services worker's home or within some other kind of residential dwelling where the operator or personal services worker resides.
Immediate-use steam sterilization (IUSS)	A steam sterilization process designed and used for the sterilization of equipment intended for immediate-use and not stored for future use.
Medical device licence (MDL)	A permit issued to a manufacturer by Health Canada that confirms safety, effectiveness, and quality and grants market authorization for certain types of equipment, high-level disinfectants or a chemical sterilants to be imported, advertised, or sold in Canada.
Mobile business	A business that provides services at a client's location, including their home or temporary residence, at the client's request.
Mobile sink	A sink with a water supply that is not connected to a permanent potable water system.
Natural product number (NPN)	An eight-digit number assigned by Health Canada to a natural health product that has been found to be safe, effective, and of high quality under the recommended conditions of use.
Operator	In respect of a personal services business, means a person who owns, operates, manages or controls the personal services business.
Personal service	Any of the following activities performed on, in or to a person's skin, hair, nails or teeth, or other parts of the body of a person, for the primary purpose of enhancing, preserving or altering the person's appearance: (i) puncturing, (ii) cutting, (iii) shaving, (iv) exfoliating, (v) applying pressure, (vi) inserting, implanting, attaching or removing objects, (vii) applying suction, (viii) using energy-emitting equipment, (ix) removing, (x) styling, (xi) applying or injecting cosmetic products.

Personal service facility	Premises in which (i) a personal service is offered or provided to a member of the public, (ii) equipment or supplies used in connection with the provision of personal services to members of the public are stored, or (iii) equipment used in connection with the provision of personal services to members of the public is reprocessed.
Personal services worker	An individual who (i) provides a personal service to a member of the public, or (ii) reprocesses reusable equipment, or stores equipment or supplies, used in connection with the provision of a personal service to a member of the public.
Personal services business	A business or undertaking in which personal services are offered or provided to members of the public.
Porous equipment	Equipment made from material that is not impervious to moisture and includes unsealed wood, foam, sponge, paper, pumice, hair, and synthetic hair.
Regional Health Authority (RHA)	A regional health authority established under the <i>Regional Health Authorities Act</i> . (Alberta Health Services is Alberta's RHA.)
Reprocessing/ reprocess	In respect of equipment used in connection with the provision of a personal service, means to clean, disinfect or sterilize the equipment so that it is safe and effective for reuse.
Special event business	A business that operates in a temporary indoor or outdoor location for a short period of time (typically 1-3 days).
Special event organizer	A person or business that administers a special event. A special event organizer may or may not provide personal services.
Test pack	A package used to test the performance of a sterilizer that presents a challenge to the sterilization process that is equal to or greater than the challenge posed by the most difficult piece of equipment that is routinely sterilized.
Uncleanable equipment	Complex equipment that cannot be disassembled for the purposes of thorough cleaning.

**Vehicle-based
business**

A business that offers personal services on the inside of a moveable facility, including vehicles, trailers, vans, buses, and motorhomes.

1. Operators' Duties

Personal Services Worker Skills and Knowledge

- 1.1 The operator must ensure that personal services workers have the skills and knowledge to:
 - 1.1.1 Follow labeled instructions for use of disinfectants and antiseptic products.
 - 1.1.2 Classify equipment in accordance with Standard 3.6 of these Standards.
 - 1.1.3 Follow the written procedures required under Standards 1.5, 1.6, and 1.7 of these Standards.
 - 1.1.4 Where applicable, follow the manufacturer's instructions, or alternate written procedures approved by an Executive Officer, for the safe use of energy-emitting equipment or cosmetic products.
 - 1.1.5 Where applicable, follow manufacturer's instructions for use of piercing guns, steam sterilizers, and instrument washer-disinfectors.

Notification to Regional Health Authority (RHA)

- 1.2 The operator of an existing personal service business must notify the RHA of:
 - 1.2.1 the name and contact information of the operator of the business;
 - 1.2.2 the address and location information where personal services are/will be provided; and
 - 1.2.3 all personal services and activities that the business currently offers.
- 1.3 Operators of all existing personal services businesses must complete the requirements under Standard 1.2 within three (3) months of these Standards coming into force.
- 1.4 The operator of a personal service business must notify the RHA prior to offering any new personal service, or performing a new activity as part of a personal service.

Written Procedures

- 1.5 The operator must ensure that facility-specific written procedures are established that describe steps for:
 - 1.5.1 when applicable, the cleansing of skin and mucous membrane and the application of antiseptic products;

- 1.5.2 post-service care for personal services that involve puncturing skin or mucous membrane;
- 1.5.3 client care in the event of an accidental skin cut or puncture;
- 1.5.4 where applicable, decontamination of any sink that will be used for both handwashing and equipment reprocessing;
- 1.5.5 where applicable, operating and maintaining a mobile sink; and
- 1.5.6 if performing sterilization, actions to be taken following a failed sterility indicator or unexplained physical parameter change.
- 1.6 For the purpose of requesting approval from an Executive Officer, facility-specific written procedures are required when an operator intends to allow personal services workers to:
 - 1.6.1 use energy-emitting equipment or cosmetic products in a manner that is inconsistent with the manufacturer's instructions; and
 - 1.6.2 perform immediate-use steam sterilization.
- 1.7 In addition to the requirements described in Standards 1.5 and 1.6, operators of mobile businesses must ensure that business-specific written procedures are established that describe steps for:
 - 1.7.1 hand hygiene;
 - 1.7.2 transportation that ensures the separation of clean from contaminated supplies and equipment;
 - 1.7.3 handling of single-use, porous, and uncleanable equipment;
 - 1.7.4 reprocessing of reusable equipment;
 - 1.7.5 cleaning and disinfection of client service areas; and
 - 1.7.6 storage at a base of operations.
- 1.8 Written procedures must be reviewed, and revised if necessary, by the operator:
 - 1.8.1 before a new process, activity, or instrumentation related to a personal service is introduced;
 - 1.8.2 if an injury or infection to a client occurs; and
 - 1.8.3 if ordered to do so by an Executive Officer.
- 1.9 Written procedures must incorporate the applicable requirements set out in these Standards.

2. Personal Services Workers' Duties

Personal Services Worker Skills and Knowledge

- 2.1 Personal services workers must be familiar with, and be able to demonstrate an understanding of:
 - 2.1.1 the requirements of these Standards, as applicable to the personal services and activities the personal services worker performs;
 - 2.1.2 injury and infection risks related to the personal services and activities they perform;
 - 2.1.3 manufacturer's instructions for safe use of the equipment, disinfectants, and cosmetic products that they use; and
 - 2.1.4 facility- or business-specific written procedures applicable to the personal services and activities they perform.

Personal Services Worker Hygiene

- 2.2 Personal services workers must maintain good personal hygiene while performing personal services or reprocessing.
- 2.3 Clothing worn by the personal services worker must be visibly clean at the start of the service.
- 2.4 Personal services workers with communicable infectious conditions must either refrain from performing personal services, or take necessary precautions to prevent the spread of infectious conditions to clients.

Hand Hygiene and Glove Use

- 2.5 Hand hygiene must be performed by the personal services worker:
 - 2.5.1 before and after every personal service;
 - 2.5.2 before putting on gloves that will be worn while providing a personal service;
 - 2.5.3 following the removal of gloves that are worn while providing a personal service; and
 - 2.5.4 after reprocessing.
- 2.6 The use of alcohol-based hand rub for hand hygiene is only permitted when hands are visibly clean.

- 2.6.1 The alcohol content of alcohol-based hand rub must be 60% to 90%.
- 2.6.2 Alcohol-based hand rub must have an NPN or DIN issued by Health Canada.
- 2.6.3 The personal services worker must follow the following steps for the use of alcohol-based hand rub:

- (1) Ensure that hands are dry and visibly clean.
- (2) Apply enough alcohol-based hand rub to the palm of one hand to cover the surfaces of both hands and all fingers.
- (3) Rub the alcohol-based hand rub over all hand surfaces until both hands are completely dry.

- 2.7 Handwashing with soap and warm running water is required when hands are not visibly clean and must be done in accordance with the following steps:

- (1) Wet hands.
- (2) Apply enough soap to ensure all hand surfaces and fingers are covered.
- (3) Rub soapy lather over all surfaces of the hands and fingers for a minimum of 15 seconds.
- (4) Rinse hands under warm running water.
- (5) Visually examine hands to ensure soil has been removed.
- (6) If hands remain visibly soiled, repeat steps 1-5.
- (7) Thoroughly dry hands in a sanitary manner.
- (8) Where applicable, turn off taps with a single-use towel.

- 2.8 Handwashing must not occur in any sink that is used for equipment reprocessing, unless there is a written procedure that personal services workers follow to appropriately clean and disinfect the sink area between reprocessing and handwashing activities.
- 2.9 Gloves must be worn when personal services involve hand contact with mucous membrane or broken or punctured skin.
- 2.10 Gloves used while providing a personal service must never be reused and used gloves must be discarded.

Handwashing Supplies

- 2.11 Sinks used for handwashing must be equipped with soap, warm running water, and a sanitary option for drying hands.

Point of Service Risk Assessment

- 2.12 The personal services worker must assess the condition of the client's skin, hair, nails, teeth, or body as applicable for signs of infection, infestation, or irritation prior to performing a personal service.
- 2.13 A personal services worker must not perform a personal service when a client has signs of a skin, hair, nail, tooth, or body condition that could compromise that client's post-service healing.
- 2.14 Prior to performing a personal service, the personal service worker must ensure that the equipment to be used as part of the personal service is visibly clean and in good condition and repair.

Cleansing and Antisepsis of Skin and Mucous Membrane

- 2.15 Personal services workers must follow the written procedures for the cleansing of skin and mucous membrane and the application of antiseptic products.
- 2.16 Cleansing of the client's bodily area where the personal service will occur must be performed prior to any service that may involve contact with mucous membrane, or that will puncture or may potentially break skin or mucous membrane.
- 2.17 When a personal service involves the puncture of the skin, an antiseptic product must also be applied after skin cleansing.
- 2.18 Antiseptic products must have either a DIN or an NPN issued by Health Canada.
- 2.19 Personal services workers must follow the instructions for use that accompany an antiseptic product.

Post-Service Care

- 2.20 Personal services workers must provide clients with verbal and written care instructions following any personal service that punctures the skin or mucous membrane.
- 2.21 Personal services workers must follow any post-service client care instructions that are specified by the manufacturer where energy-emitting equipment is used in a personal service.
- 2.22 Dressings used to cover broken or punctured skin must be new and clean.
- 2.23 Personal services workers must follow the facility-specific written procedures when a client's skin is accidentally cut or punctured during a personal service.

3. Equipping, Operating, and Maintaining Personal Services Businesses and Facilities

Single-Use Equipment

- 3.1 Equipment must be discarded after use on one client if its manufacturer has labeled or associated it with any of the following terms, symbols, or equivalent wording:
- single-use
 - not for reuse
 - do not re-use
 - disposable
 - discard after single-use
 - do not use twice
 - 
- 3.2 Needles, filaments, lancets, and other equipment with sharp edges used to puncture the skin or mucous membrane must be discarded after use on one client.

Disposal of Contaminated Sharp Equipment

- 3.3 Client service areas where needles, filaments, lancets, or other single-use equipment with sharp edges, are used to puncture the skin or enter sterile tissue must be equipped with puncture-resistant containers with tight-fitting lids.
- 3.4 Needles, filaments, and lancets that are used to puncture the skin or enter sterile tissue, and any other single-use equipment with sharp edges, must be immediately discarded after a personal service into a puncture-resistant container with a tight-fitting lid.
- 3.5 Puncture-resistant containers used to store contaminated equipment with sharp edges must:
- 3.5.1 not be over-filled; and
 - 3.5.2 be stored in a manner and location that protects clients from possible exposure.

Porous or Uncleanable Equipment

- 3.6 Equipment classified as porous or uncleanable must be discarded after use in one personal service on one client.
- 3.7 Notwithstanding 3.6, porous and uncleanable equipment used in a personal service that does not contact mucous membrane or broken or punctured skin may be reused if:
 - 3.7.1 all visible contamination is first removed and the equipment is then treated with a product suitable to reduce the number of microorganisms; and
 - 3.7.2 the equipment is visibly clean and in good condition at the point-of-use.

Classification of Reusable Equipment

- 3.8 All equipment intended for reuse between clients must be classified into one of the following classes:

Non-Critical – Equipment that touches only hair or intact skin.

Semi-Critical – Equipment that comes into contact with mucous membrane or non-intact skin, but is not intended to puncture either of them.

Critical – Equipment that punctures skin or enters sterile tissues of the body.

- 3.9 Personal services workers must be able to describe the classification for each piece of equipment they use.

Equipment Manufacturer's Instructions for Use

- 3.10 For piercing guns and energy-emitting equipment:
 - 3.10.1 the manufacturer's instructions for use must be kept in an accessible place for reference by personal services workers at all times; and
 - 3.10.2 operators and personal services workers must maintain and operate equipment in accordance with the manufacturer's instructions for use.
- 3.11 Energy-emitting equipment shall only be used in a manner inconsistent with the manufacturer's instructions for use when an Executive Officer has approved an alternative facility or business-specific written procedure submitted by the operator.

- 3.11.1 Upon receipt of a request to follow an alternative written procedure from an operator, an Executive Officer must consider the request and may approve the request after consideration.

Handling and Storage of Reusable Contaminated Equipment

- 3.12 Contaminated reusable equipment shall be moved to the area where cleaning occurs in a manner that prevents contamination of environmental surfaces and equipment.
- 3.13 When contaminated equipment is not cleaned immediately following a personal service, it must be stored in a manner that prevents soil from hardening.
- 3.14 Contaminated equipment must remain separated and identifiable from clean equipment to prevent accidental reuse.

Cleaning of Reusable Equipment

- 3.15 Used semi-critical and critical equipment must be:
 - 3.15.1 disassembled to its simplest component parts for cleaning;
 - 3.15.2 cleaned to remove soil, and rinsed to remove dislodged soil and detergent residue; and
 - 3.15.3 dried prior to disinfection or sterilization.
- 3.16 Cleaned equipment must be visually inspected for cleanliness prior to disinfection or sterilization.
- 3.17 Cleaning tools (e.g., brushes, cloths, sponges) must be:
 - 3.17.1 in good condition;
 - 3.17.2 washed and dried daily, at a minimum;
 - 3.17.3 visibly clean before starting equipment cleaning; and
 - 3.17.4 discarded after use, if intended to be single-use.
- 3.18 Where mechanical instrument washer-disinfectors are used for equipment cleaning, they must be installed, maintained, loaded, and operated in accordance with their manufacturer's instructions.

Ultrasonic Cleaning

- 3.19 Unless prohibited by the equipment manufacturer, ultrasonic cleaning is required wherever reusable semi-critical and critical equipment have joints, crevices, hollow lumens or other areas that are difficult to clean and become heavily soiled.
- 3.20 All steps set out in Standards 3.15 to 3.17, with the exception of drying, must be completed before ultrasonic cleaning is performed.
- 3.21 Ultrasonic cleaning equipment and its detergent solutions must be suitable for dislodging soil from equipment.
- 3.22 When in operation the lid of an ultrasonic cleaner must be closed and all equipment must be fully immersed.
- 3.23 The ultrasonic detergent solution must be changed daily, or more often if:
 - 3.23.1 the solution becomes visibly soiled; or
 - 3.23.2 the detergent manufacturer's instructions specify more frequent changes.
- 3.24 The ultrasonic cleaner basin must be cleaned before being refilled with fresh detergent solution.

Disinfection of Reusable Equipment

- 3.25 Equipment classified as non-critical must be cleaned and disinfected using, at a minimum, a low-level disinfectant.
- 3.26 Equipment classified as semi-critical must be cleaned and disinfected using, at a minimum, a high-level disinfectant.
- 3.27 All disinfectants must have a DIN or an MDL issued by Health Canada.
- 3.28 Personal services workers must follow all disinfectant manufacturer's instructions, including those for contact time, reuse period, diluting and mixing, storage, and rinsing of equipment after disinfection.

Use of Low- and Intermediate-Level Disinfectant Wipes

- 3.29 Pre-moistened low-level and intermediate-level disinfectant wipes must only be used to clean and disinfect non-critical equipment.
- 3.30 Manufacturer's instructions for disinfectant wipes must be followed.
- 3.31 Disinfectant wipe containers must remain closed when not in use.

High Level Disinfection

- 3.32 High-level disinfectants and liquid chemical sterilants shall not be used to reprocess critical equipment.
- 3.33 When performing high level disinfection, equipment must be fully immersed in the high-level disinfectant.
- 3.34 There shall be no air bubbles present while equipment is being disinfected in high-level disinfectant.
- 3.35 Contact time and reuse periods as specified by the high-level disinfectant manufacturer must be followed, and the elapsed contact time must be tracked.
- 3.36 The minimum effective concentration of high-level disinfectants must be tested and verified each day that the disinfectant is used, using the test strips specified by the disinfectant manufacturer.
 - 3.36.1 A high-level disinfectant must not be used beyond a failed test.
 - 3.36.2 Test strips must be used and stored in accordance with the manufacturer's instructions.
- 3.37 Records must be kept for the following:
 - 3.37.1 date of tests (verification of minimum effective concentration);
 - 3.37.2 test strip results (pass/fail);
 - 3.37.3 dates when disinfectant was changed (for reuse period); and
 - 3.37.4 initials of personal services worker who performed the activity.
- 3.38 High-level disinfectants must be rinsed off of the equipment according to the high-level disinfectant manufacturer's instructions.

Sterilization

- 3.39 All equipment classified as critical must be sterile at the point of use.
- 3.40 Equipment must be clean before being packaged for sterilization.
- 3.41 Packaging used when sterilizing reusable equipment must be intended for use in steam sterilizers.

- 3.42 Sterilization shall be physically, chemically, and biologically monitored as described in these Standards.
- 3.43 Sterilized equipment shall not be released for use on clients until physical and chemical monitoring results have been verified as successful.

Sterilizer Requirements

- 3.44 A sterilizer used to sterilize reusable equipment must:
 - 3.44.1 use steam as its sterilant;
 - 3.44.2 be suitable, according to its manufacturer, for sterilizing the specific piece of reusable equipment; and
 - 3.44.3 be capable of producing dry packages where packages are used.
- 3.45 A sterilizer must be maintained in good working order and operated in accordance with its manufacturer's instructions.
- 3.46 Manufacturer's instructions for sterilizers must be readily accessible to personal services workers.

Immediate-Use Steam Sterilization

- 3.47 Immediate-use steam sterilization is only acceptable when an Executive Officer has reviewed and approved the operator's written procedures.
 - 3.47.1 Where an Executive Officer has approved the use of immediate-use steam sterilization, written approval shall be given to the operator.
- 3.48 Equipment sterilized using immediate-use steam sterilization shall be used immediately and not stored.

Qualifying Sterilizer Performance Before Use

- 3.49 Satisfactory results for the following tests must be achieved before any new, repaired, or relocated sterilizer is used.
 - 3.49.1 For packaged equipment:
 - 3.49.1.1 at least one biological indicator (spore test);
 - 3.49.1.2 one external chemical indicator on the outside of a test pack;

3.49.1.3 one Type (Class) 5 chemical indicator on the inside of a test pack;
and

3.49.1.4 verification of exposure time at the necessary sterilization
temperature.

3.49.2 For immediate-use steam sterilization:

3.49.2.1 at least one biological indicator (spore test);

3.49.2.2 one Type (Class) 5 chemical indicator; and

3.49.2.3 verification of exposure time at the necessary sterilization
temperature.

3.49.3 In addition to the requirements above, dynamic air removal sterilizers using pre-
vacuum cycles shall also be tested with an air removal test (e.g., Bowie-Dick) in
an otherwise empty sterilizer.

3.50 Sterilization qualification results must be accessible for review for a period of two years.

Sterilization: Physical Monitoring & Load Recording

3.51 A load number must be assigned to every sterilized load.

3.52 The load number must be recorded on every sterilized package or, where packages are
not used, every Type (Class) 5 chemical indicator.

3.53 For each sterilized load, sterilization temperature, exposure time at the sterilization
temperature, and pressure (if applicable) must be monitored, verified to have met the
manufacturer's specifications, and documented.

Sterilization: Chemical Monitoring

3.54 One chemical indicator is required inside each package that is sterilized.

3.55 One chemical indicator is required on the outside of each package that is sterilized,
unless the result of the internal chemical indicator is clearly visible from the outside of the
package.

3.56 At least one Type (Class) 5 chemical indicator must be included in every sterilized load.

3.56.1 Where equipment being sterilized is packaged, the Type (Class) 5 chemical
indicator must also be packaged.

- 3.57 After sterilization, all chemical indicator results must be examined, verified for success, and recorded.

Sterilization: Biological Monitoring (Spore Testing)

- 3.58 A spore test using biological indicator must be conducted within a test pack once per month, at minimum, for each sterilizer in operation in the facility.
- 3.59 Results of biological monitoring (spore test) must be examined, verified, and recorded.
- 3.60 Biological monitoring (spore testing) of sterilization must only be considered successful when a sterilized test vial/strip shows no growth and an unsterilized “control” vial/strip shows growth.
- 3.61 Equipment for onsite biological monitoring (spore testing) must be used in accordance with the testing equipment manufacturer’s instructions.

Client Records and Record Keeping

- 3.62 Client records for personal services that use critical equipment must be maintained and kept accessible for review for a period of two years.
- 3.63 Client records must include:
- 3.63.1 full client name;
 - 3.63.2 contact information of client;
 - 3.63.3 date(s) of personal service;
 - 3.63.4 description of personal service; and
 - 3.63.5 name of personal services worker who provided the personal service.
- 3.64 Load numbers and verified internal chemical indicator results for all critical equipment that is reprocessed in a personal services facility and used in a personal service must be kept with that client’s records.
- 3.65 Sterility assurance documentation from all critical equipment purchased as sterile that is used in a personal service must be kept with that client’s records.

Sterile Equipment

- 3.66 Equipment purchased as sterile and equipment sterilized in the personal services facility must remain sterile until the point of use.
- 3.67 Sterility assurance documentation must be available for all equipment purchased as sterile.

Handling and Storage of Disinfected and Sterilized Equipment

- 3.68 All equipment must be protected from contamination during handling and storage.

Handling of Linens

- 3.69 Laundering of reusable linens must include mechanical washing, use of laundry detergent, and mechanical drying.
- 3.70 Linens must either be laundered or discarded after each personal service if:
 - 3.70.1 they directly contact personal services worker or client skin, body, nails, teeth, or hair;
 - 3.70.2 if they contact equipment used during a personal service that touches mucous membrane or punctures or breaks skin; or
 - 3.70.3 if they become visibly contaminated.
- 3.71 Soiled and discarded linen must be kept separate from clean linen.

4. Requirements Specific to Cosmetic Products, Substances, and Supplies

Cosmetic Products

- 4.1 Cosmetic products used in a personal service must be clearly labeled with information about the product identity and manufacturer.
 - 4.1.1 A complete list of ingredients and manufacturer's instructions for safe use must also accompany all cosmetic products and be available for reference by personal services workers at all times.
- 4.2 Cosmetic products used in a personal service must never contain ingredients listed as **prohibited** on Health Canada's Cosmetic Ingredient Hotlist.
- 4.3 All cosmetic products used in a personal service, including those that contain an ingredient listed as **restricted** on Health Canada's Cosmetic Ingredient Hotlist, must be used in accordance with their manufacturer's instructions for use.
- 4.4 With the exception of cosmetic products containing a prohibited ingredient, cosmetic products must only be used in a manner that is inconsistent with the manufacturer's instructions for safe use when an Executive Officer has approved alternative written procedures submitted by the operator.
 - 4.4.1 Upon receipt of a request to use alternative written procedures from an operator, an Executive Officer must consider the request, and may approve the request after consideration.

Preventing Contamination of Cosmetic Products, Substances, and Supplies

- 4.5 All cosmetic products, substances, and supplies must be stored and handled in a manner that keeps them sanitary and safe for use.
- 4.6 When only a portion of a bulk supply of a cosmetic product or substance is used on a client:
 - 4.6.1 the portion must be taken from the bulk supply in a manner that does not contaminate the remaining supply; and
 - 4.6.2 none of the unused portion that is taken may be put back into the container.

- 4.7 Unclean hands, equipment, and implements shall not enter the bulk supply of cosmetic products, substances, or supplies.
 - 4.7.1 Notwithstanding 4.7 above, clean equipment, implements, and bare or freshly-gloved hands may be permitted to enter and re-enter the bulk supply if the personal service does not break or puncture skin or contact mucous membrane.
- 4.8 Reusable containers shall not be topped-up. Before a container is refilled with a cosmetic product, substance, or supply, the container must be washed, rinsed, and dried.
- 4.9 Water added to any cosmetic product that is intended to be injected or punctured into skin and sterile tissues of the body must be sterile at the point-of-use.

5. General Requirements

Requirements for Special Event Organizers

- 5.1 Special event organizers must notify the RHA prior to allowing personal services to be performed at a special event.

Environmental Cleaning

- 5.2 The facility must be maintained in a visibly clean state.
- 5.3 Cleaning, and when necessary disinfection, must be conducted as set out in Appendix 1.
- 5.4 In addition to frequencies set out in Appendix 1, prior to providing any personal service, the personal services worker must ensure that the immediate area where the client service is to be provided is visibly clean.
- 5.5 Any environmental surface in the facility that becomes accidentally contaminated with blood or body fluid must be thoroughly cleaned.
 - 5.5.1 The surface must be thoroughly cleaned and disinfected with, at a minimum, a low-level disinfectant, if there is a likelihood of contact with personal services worker or client skin.
- 5.6 When using disinfectants for environment cleaning and disinfection, personal services workers must follow all manufacturer's instructions.

Lighting

- 5.7 Lighting in the personal services facility must be adequate to facilitate:
 - 5.7.1 cleaning of environmental surfaces;
 - 5.7.2 reprocessing of reusable equipment;
 - 5.7.3 inspecting the integrity and cleanliness of equipment;
 - 5.7.4 providing personal services in a manner that does not cause injury;
 - 5.7.5 assessing the cleanliness of hands for hand hygiene; and
 - 5.7.6 assessing the appearance of the client's skin, hair, nails, teeth, and body as applicable to the personal service being offered.

Ventilation

5.8 Ventilation systems must be operated and maintained to remove:

5.8.1 potentially harmful chemical vapours; and

5.8.2 airborne hazards created by equipment and activities.

Mobile Sinks

5.9 Mobile sinks must be maintained in good working order and in a sanitary condition.

Protecting Reprocessing Areas from Contamination

5.10 Reprocessing areas must be separated from incompatible undertakings, which include:

5.10.1 sleeping;

5.10.2 dining;

5.10.3 food preparation;

5.10.4 routine employee and client traffic; and

5.10.5 storage of employee personal effects.

APPENDIX 1: Environmental Cleaning and Disinfection

		Personal Service Characteristics	
		Services performed in this area involve contact with mucous membrane, non-intact skin, or equipment that punctures skin and sterile tissues of the body.	Services performed in this area only involve contact with intact skin, nails or hair.
Environmental Surface Description	Surfaces in the client service area likely to come into contact with client's bare skin. Surfaces in the client service area likely to be touched by the personal services worker during the personal service.	These surfaces must be thoroughly cleaned and then disinfected with a low-level disinfectant (at minimum) after every client service.	These surfaces must be thoroughly cleaned after every client service.
	Surfaces in the client service area likely to come into contact with client's bare skin but are covered with a single-use barrier. Surfaces in the client service area likely to be touched by the personal services worker during the personal service but are covered with a single-use barrier.	If a moisture impervious barrier is used it must be discarded and underlying surfaces must be thoroughly cleaned after a client service. If the barrier is not moisture impervious, the barrier must be discarded or laundered and the underlying surface must be thoroughly cleaned and then disinfected with a low-level disinfectant (at minimum) after every client service.	The barrier must be discarded or laundered after a client service. The underlying surface must be maintained in a visibly clean condition.
	Surfaces in the client service area that do not touch client skin and are not touched by the personal services worker. Surfaces outside the client service area.	These surfaces must be routinely cleaned as per the facility's written procedures and as needed to maintain the surfaces in a visibly clean condition.	