



Document 1 - Progress on Ottawa Public Health Personal Service Setting Strategy

Education

OPH partnered with York Regional Health Unit to develop an online educational framework for the public and workers in PSS that aligns with provincial requirements. Internal resources were used to create engaging modules with interactive components, and audiovisual elements. Content for these modules has been tested with the PSS industry and adapted to ensure harmony with industry standards and is available online [here](#).

OPH will launch the ‘Safety Before Beauty’ campaign to promote public awareness of the on-line audiovisual educational modules before the summer. A vital component of the launch and use of these materials is a built-in evaluation component to help ensure OPH continues to meet the needs of its clients.

OPH staff provide annual presentations on IPAC in PSS to students in the aesthetics programs at Algonquin College and La Cité collégiale, as well as to the City’s seven aesthetic colleges.

Health Promotion

As part of OPH’s ‘Safety Before Beauty’ campaign, OPH has developed service-specific [fact sheets](#) that highlight proactive and on-going IPAC at PSS facilities. These resources encourage people to visit the PSS disclosure website prior to choosing a service provider, educate themselves on what to look for prior to receiving personal services, and understand their rights and responsibilities prior to, during and after visiting a PSS.

Inspections

Thirty one per cent of all known PSS were inspected in 2013. Staff redeployment and prioritization of inspecting high-risk PSS resulted in the completion of inspections at 100% (205) of high-risk premises.

In 2014, through one-time City of Ottawa investment and an internal re-allocation of FTEs, OPH increased the dedicated PSS inspection team from two to three PHIs. As a result, OPH inspected 93.5% of PSS locations, exceeding the Ministry of Health and Long-Term Care’s target for OPH (85%).

Routine review of inspection rates is carried out to ensure all PSS continue to be inspected each year, while attaining other inspection targets. As of May 31, 2015, OPH had inspected 34% of known PSS.

Disclosure

OPH worked with City partners to develop and launch a new inspection disclosure application where people can view the inspection history of all OPH food safety, PSS and recreational water inspections. Since June 2014, people can visit Ottawa.ca/pssinspections to access the most recent inspection results or to submit a complaint regarding a particular PSS. This enhanced disclosure website's screen size and functionality is now "responsive" to users' mobile devices.

In addition, people are encouraged to look for the OPH "Inspection Certificate" that demonstrates that a PSS has been inspected by an OPH PHI and which directs people to OPH's website for more information.

Quality Assurance

On a quarterly basis, OPH management and supervisors review inspection reports to determine trends requiring attention. In response to the diverse and evolving nature of PSS, OPH continues to promote staff training and development to ensure consistency and expertise in the field.