

## Document 2: Draft Personal Services Settings Online Survey

**Let us know what you think about a new registration system for Personal Service Settings (e.g. hairdressers, barbershops, tattoo studios, and aesthetic service businesses)**

Ottawa Public Health (OPH) is suggesting changes to how Personal Service Settings (PSS) operate that might affect you and we are looking for your feedback. Your participation in this survey is voluntary and all answers will remain anonymous and confidential. We are not tracking or collecting Internet Protocol (IP) address information. Refusing to take part in the survey or the answers you give if you do take part will not change any service or support you get from Ottawa Public Health. The survey should take approximately 5-10 minutes to complete.

OPH is proposing a new "Personal Service Settings (PSS) Registration" by-law for the City of Ottawa that would:

- Require that all Personal Services Settings, such as hairdressers, barbershops, tattoo and body piercing studios, providers of electrolysis and other aesthetic services register their business with OPH **at no cost**;
- Allow registration to be completed online, in person, by phone or by mail;
- Recognize businesses that uphold good practices; and
- Create reasonable financial penalties that could be applied for repeated failures to use good infection prevention and control practices, according to the seriousness of the risk to health created.

If you have any questions about this survey or OPH's consultation on the PSS by-law, please contact Ottawa Public Health's Information Line (Monday to Friday 8:30am to 4pm; 613-580-6744) or e-mail OPH at [healthsante@ottawa.ca](mailto:healthsante@ottawa.ca)

### **Background**

OPH works to protect the public by reducing the spread of infectious diseases in the City of Ottawa.

Businesses that offer "Personal Services", such as hairdressers, barbershops, premises that offer manicures and pedicures, tattoo, micropigmentation and body piercing studios, providers of electrolysis and other aesthetic services typically provide safe services, but the spread of infections can occur when proper health practices are not followed.

OPH is proposing changes that will create a level playing field for all PSS owners and operators. Requiring all PSS owners and operators to register their business with OPH, at no cost, will allow OPH to know the location of all PSS in the city. As PSS do not require a business license from the City of Ottawa, there is currently no way for OPH to be confident and assure it has identified all the PSS in Ottawa.

Creating financial penalties, which are approved by the chief justice of the Ontario court of justice, allows OPH to address the businesses that repeatedly fail to uphold the required proper health practices. This change will allow OPH to issue fines or "tickets" to businesses to encourage improvement of their services.

**Please provide your agreement with the following statements, from strongly agree to strongly disagree.**

1. I support OPH requiring businesses that offer "Personal Services" (e.g. hairdressers, barbershops, tattoo studios, and aesthetic service businesses) to register with Ottawa Public Health at no cost.

Strongly Agree      Agree      Neither Agree or Disagree      Disagree      Strongly Disagree

2. Ottawa Public Health should be able to issue fines to PSS owners/operators that repeatedly fail to meet proper health practices.

Strongly Agree      Agree      Neither Agree or Disagree      Disagree      Strongly Disagree

3. Please indicate your agreement with the following requirements regarding registration and renewal from OPH's proposed "PSS Registration by-law":

Registration and Renewal Requirements	Agree	Neither Agree or Disagree	Disagree
Each personal services location must register with OPH and renew their registration annually			
Owners/Operators must register prior to starting a personal services business, or within 60 days of the proposed regulations being introduced.			
Registration must be in writing and include:  (a) the name, business address, and business telephone number of the PSS, and for each location of the PSS where there is more than one branch or location. (b) the name, address, and telephone number of the Owner or Operator of the PSS; (c) Where ownership is a partnership, the name, address, and telephone number, the mailing address, of each partner in the partnership; (d) the name, address and telephone number of a contact person for the PSS;			

(e) the type of business, trade, occupation, and service being provided at the PSS; (f) other information that the Registrar may require for the health, safety and well-being of persons			
Owner/Operator of multiple PSS must register each location separately.			

Please indicate your agreement with the following requirements regarding infection prevention and control measures from OPH's proposed "PSS Registration by-law":

Infection Prevention and Control Requirements	Agree	Neither Agree or Disagree	Disagree
The premises and all its items (e.g. furniture) must be kept in good repair and in a clean and sanitary condition.			
All work areas must be well lit to ensure proper cleaning of the work areas and any equipment and instruments used.			
Every table, mat or other surface upon which persons lie or sit while being given a Personal Service shall have a smooth top surface of impervious material.			
The location must have a sink with an adequate supply of hot and cold water, which, when used for cleaning of instruments and equipment, and must be a type and size adequate for the proper cleaning of such instruments and equipment and which, when used for hand cleaning, shall have: <ul style="list-style-type: none"> <li>a. An adequate supply of liquid soap in a suitable container or dispenser;</li> <li>b. Hot air dryers or individual clean towels for hand drying; and</li> <li>c. A suitable receptacle for used towels and waste material.</li> </ul>			
All personal service workers must clean their hands both before and after providing a service.			
All instruments and equipment used which are not single-use items must be properly cleaned			

and disinfected, or cleaned and sterilized, between each use.			
Instruments and equipment that have been cleaned and disinfected or sterilized will be stored and handled in a manner that prevents contamination.			
All sharp instruments must be disposed of in an approved sharps container and the container must be disposed of as pathological or biomedical waste.			
Single use instruments/equipment must be used on one person only and must be disposed of immediately upon use.			
Mechanical sterilizers must be monitored on a regular basis by spore testing and by the use of temperature sensitive indicators.			

Please indicate your agreement with the following requirements regarding maintaining records from OPH's proposed "PSS Registration by-law":

Records Requirements	Agree	Neither Agree or Disagree	Disagree
<p>Owners/Operators must keep written including:</p> <ul style="list-style-type: none"> <li>a. A record of each use of a mechanical sterilizer, including the date and time of each use, the identity of the individual who performed the sterilization, and for sterilization equipment manufactured such that it is capable of producing such information, the temperature, pressure and duration of the sterilization cycle.</li> <li>b. A record of all spore testing conducted at the PSS, including the date and results of such testing for each sterilizer.</li> <li>c. A record of all purchases of pre-packaged sterilized items, including the date of purchase, the name of the supplier, and the type, quantity, lot numbers and any expiry date of the items purchased.</li> </ul>			
A record of all body piercing, electrolysis, tattoo and micropigmentation services or procedures performed, including the date on which the service or procedure was performed, the full			

name of the Personal Service Worker, and the full name, telephone number and address of the customer.			
A record of all accidental exposures to blood and other body fluids, including the date on which the incident occurred, the site of the injury, the nature and circumstances of the incident, any action taken as a result of the exposure, the full name, address and telephone number of all persons involved in the exposure, and the full names of all Personal Service Workers involved in the incident.			
Owners/Operators must retain the records for five years and must keep the records at the premises for the first year.			

Please indicate your agreement with the following requirements regarding insurance from OPH's proposed "PSS Registration by-law":

Insurance Requirements	Agree	Neither Agree or Disagree	Disagree
Owners/Occupier must file proof of Comprehensive/Commercial General Liability insurance subject to limits of not less than two million dollars (\$2,000,000.00).			

4. Ottawa Public Health should pursue a by-law requiring PSS to have a City of Ottawa licence (with an associated licensing fee), rather than a by-law that requires registration with OPH.

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

5. Please check all boxes below that apply to you:

Owner/operator of a business that offers Personal Services

Employee of a business that offers Personal Services

Member of a Business Improvement Area of Chamber of Commerce

Client or customer of a business that offers Personal Services

Health Care Professional

6. Please provide any comments you have in the space provided below.

7. As part of preparing the new bylaw, Ottawa Public Health wants to consult with PSS owners and operators. If you'd like to take part in these consultations provide your email in the space below. This email will be separated from the rest of the survey so we won't know which survey response was yours.