

Document 2: Highlights of deficiencies found during inspection of Personal Services Settings

- There have been 3,434 deficiencies found in inspections of Personal Services Settings (PSS) since 2013 and just over half (55%) are critical: the absence of a control that is essential to prevent or eliminate a hazard or to reduce it to an acceptable level. The graph below shows the critical deficiencies (n=1944) by themed area. Just over 80% of the critical deficiencies are related to service premises hygiene or appropriate cleaning of equipment.
- Critical deficiencies happen in all types of service settings. For example, 86% of all equipment cleaning critical deficiencies were specific to premises offering manicures, hairdressing or aesthetic services.
- The risks to client and staff health related to deficient practices in PSS are summarized in Appendix 1. Infections that are most commonly transmitted if there are deficiencies in infection prevention and control practices include Hepatitis B or C, bacterial and fungal skin infections.
- Meeting the Infection Prevention and Control Best Practices is key to avoid the blood/body fluid of one person coming into contact with another person so that transmission of infection cannot occur. Only a few organisms need to be present to cause infection. Therefore, a clean environment and clean equipment, both of which are the most common deficiencies identified in inspections, are important to avoid infection transmission.

Figure 1: Critical deficiencies at personal service settings in Ottawa since 2013 by theme (n=1944). Critical deficiencies that made up less than 1% were grouped as “Other”

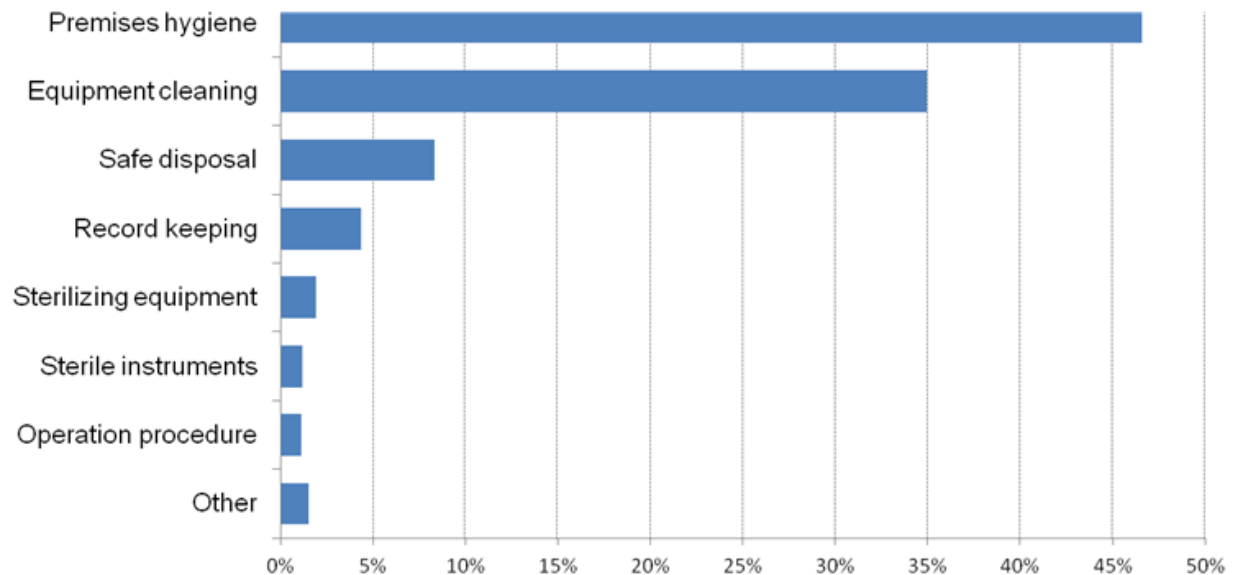


Table 1: The most common deficiencies, as observed by a Public Health Inspector at the time of inspection, from 2013 to date (sorted by most frequently observed)

PSS Deficiency	Critical/ Non-critical	Number
All equipment / instruments / items stored appropriately and maintained in a clean and sanitary condition	Non-critical	327
All work / contact surfaces cleaned and then disinfected	Non-critical	303
General steps for cleaning and disinfecting / sterilization followed	Critical	301
Approved disinfectants are maintained at the appropriate strengths, stored properly and adhere to appropriate contact times	Critical	263
Compliant with requirements for sinks	Critical	239

PSS Deficiency	Critical/ Non-critical	Number
All equipment / items that cannot be cleaned, disinfected or sterilized must be single-use disposable	Non-critical	235
All products dispensed in a manner that prevents contamination	Non-critical	221
For manicures / pedicures, all equipment / instruments cleaned and then disinfected or sterilized	Critical	213
For hairdressing / barbering, all equipment / instruments cleaned and then disinfected / sterilized	Critical	195
For aesthetics, all equipment / instruments cleaned and then disinfected	Critical	177
Sharps are provided sterile / single-use / disposable as applicable to service; approved sharps container provided; sharps and sharps container disposed in appropriate manner	Critical	130
Proper hand hygiene performed prior to service delivery and as required during and after service	Critical	93
All reusable equipment / instruments or single-use disposable items are of durable construction and in good repair	Non-critical	81
Reusable instruments that are not cleaned immediately after use are to be stored in a labelled, covered container of adequate size filled with lukewarm water (with or without detergent)	Non-critical	60
Records are maintained for all items purchased as pre-packaged and sterile	Critical	59
Work and contact surfaces smooth, non-absorbent and easily cleanable	Non-critical	52
Appropriate verbal and written after-care provided to clients receiving invasive services	Non-critical	49
Linens, sheets, towels etc. are single-use disposable or	Non-critical	41

PSS Deficiency	Critical/ Non-critical	Number
laundered after each use and stored in a sanitary manner		
For accidental exposures / invasive procedures, appropriate records are maintained	Non-critical	38
Sharps are not taken apart, recapped or manipulated after use or prior to disposal to avoid injury to the operator	Critical	32
Areas of the body undergoing invasive procedures cleaned with approved skin antiseptic before beginning any procedure; properly bandaged after procedure as required	Non-critical	32

The following photos were taken by Public Health Inspectors inspecting Personal Service Settings in Ottawa. They are inserted to provide an idea of the deficiencies found in a variety of types of PSS across the City and the risks they pose.

Figure 2: Insufficient immersion in disinfectant solution. Bacterial, viral, or fungal infection could occur, particularly if skin is broken.



Figure 3: Non-functioning bathroom. Without the ability to adequately clean hands with soap and paper towels, the risk of bacterial and viral infection increases.



Figure 4: Unsafe practices with needles. Reuse of needles that pierce the skin can transmit bacterial, viral and fungal infections. Improper disposal of sharps poses an occupational health hazard.



Figure 5: Overfilled sharps container. Risk of exposure to blood/body fluids for staff and therefore transmission of infection.



Figure 6: Reuse of Credo blade. Reuse of sharps that can cut the skin can transmit bacterial, viral and fungal infections.



Figure 7: Organic material in a foot bath. Infection can result, particularly if skin is broken.

