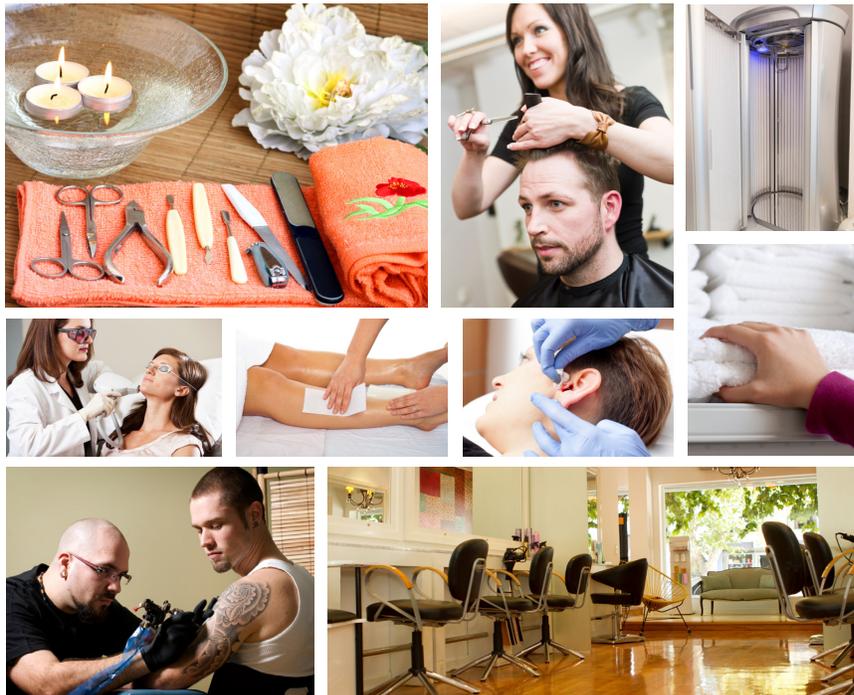


## Personal Service Establishment Application Package



### Environmental Health Services

To protect human health by managing potential health risks to the population through the identification, prevention, control and mitigation of adverse physical, chemical or biological conditions.

[www.fraserhealth.ca/pse](http://www.fraserhealth.ca/pse)

Dear Applicant:

The information contained in this application package will assist you with the process of applying for health approval to operate a Personal Service Establishment (PSE).

The purpose of completing this application package is to help ensure that you meet all areas of the public health legislation and guidelines. To help avoid delay in your application process, please ensure the following written documents are completed and submitted:

- Application for Health Approval Form
- Operator's training and certification
- Floor plans for the PSE
- List of services provided
- List of instruments and equipment being used
- Infection control plan
- Procedures for cleaning disinfecting and sterilizing (Appendix 2)

If you have any questions after reviewing this application package, please contact your local Environmental Health Officer (EHO). A list of Health Protection Offices is provided online at: <http://www.fraserhealth.ca/healthprotection>

Additional information related to Personal Service Establishments may also be found on the following websites:

- Ministry of Health – Provincial Guidelines for Personal Service Establishments  
[http://www.health.gov.bc.ca/protect/ehp\\_pse.html](http://www.health.gov.bc.ca/protect/ehp_pse.html)
- Fraser Health Environment Health Services – resources for operators  
<http://www.fraserhealth.ca/pse>

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## Section 1 – General Information

The following section gives a general overview of what types of businesses are considered as a personal service establishment (PSE). It will also describe the application process that operators are to follow if they plan to operate a personal service establishment.

If you have any questions about the application process, please contact your local Environmental Health Officer (EHO).

### ➤ What is a personal service establishment?

A personal service establishment is defined as an establishment in which a person provides a service to or on the body of another person. All personal service establishments are regulated by the *Public Health Act [SBC 2008] C. 28* and *Regulated Activities Regulation 161/2011*.

For provincial standards of practice, the Ministry of Health has developed the Guidelines for Personal Service Establishments as well as several guidelines that are specific to services offered in a personal service establishment. Copies of these guidelines can be found at the following web link: [http://www.health.gov.bc.ca/protect/ehp\\_pse.html](http://www.health.gov.bc.ca/protect/ehp_pse.html)

The following are examples of services that may be offered in a personal service establishment.

- Hair services
- Nail services
- Esthetics
- Piercing
- Tanning
- Tattooing/Body Modification
- Laser services

For a complete list of services refer to the Guidelines for Personal Service Establishments found at the link above. If you are still unsure if your business is a personal service establishment, please contact your local Environmental Health Officer.

Some services such as those given by a Registered Acupuncturist, a Registered Traditional Chinese Medicine Practitioner and a Registered Massage Therapist, are considered restricted activities and may be exempt from this process, as these services are performed by a member of a college or professional association such as the College of Chinese Medicine Practitioners and Acupuncturists of BC and the College of Massage Therapists of BC. Regulations under the Health Professions Act [RSBC] C. 183 make it an offence for a non-member to perform any service that is defined as a restricted activity under that regulation.

➤ **What do I need to operate a personal service establishment?**

A personal service establishment operator should apply for health approval prior to opening to help ensure that the establishment will meet public health legislation and guidelines. It is also the operator's responsibility to ensure the equipment and chemicals used within the personal service establishment comply with Health Canada's licensing and labelling requirements. In addition, it is the operator's responsibility to ensure that the establishment is in compliance with all local municipal bylaws.

➤ **How can I apply for health approval?**

To help avoid delays in your approval process, please ensure to complete and submit the following:

- Application for Health Approval Form – Section 2.
- Floor plans – Section 3.
- List of services to be provided, Training and Qualifications– Section 4.
- List of instruments and equipment being used – Section 4.
- Infection control plan – Section 5.

➤ **Is there a fee associated with applying for health approval to operate a personal service establishment?**

In Fraser Health there are currently no fees associated with operating a personal service establishment.

However, please be aware that municipalities may have permit or business licence fees. Please consult your local municipal hall to find out what costs are involved.

**Section 2 – Application for Health Approval**

The following section describes how to complete an Application for Health Approval form. An operator must complete and submit this form as part of the application process.

➤ **Application for Health Approval Form**

The operator must complete the following sections on the Application for Health Approval form, which is attached to this package:

- Owner information
- Site address
- Type of application
- Type of service
- Applicant signature

This application form and a bulletin on how to fill it out are also available on the Fraser Health website at:

<http://www.fraserhealth.ca/pse>

Please complete the Form in English.

➤ **Types of Service on Application Form**

- Refer to the Guidelines for Personal Service Establishments for information and examples of types of services.
- Select the box next to “Personal Service” and indicate the list of services to be offered.

If there are any questions about completing the Application for Health Approval form, contact your local Environmental Health Officer.

### Section 3 – Floor Plans

The following section outlines information regarding floor plans submission for a personal service establishment.

An operator should submit all information required by your local Environmental Health Officer and obtain written approval before beginning construction, renovations, or operation of the personal service establishment.

It is recommended that three sets of floor plans be submitted.

It is the operator's responsibility to contact their local municipal office regarding fire approval, zoning approval, building permits, or business licences that may be required.

Facility design is a critical component in prevention of health hazards.

#### ➤ **When should I submit floor plans?**

Submit plans to your local Environmental Health Officer if you plan to:

- Construct a new personal service establishment, or
- Alter an existing personal service establishment. For example:
  - When a new service area is being added.
  - When adding or changing the services being provided.
  - When a hand sink, cleaning sink or service sink is going to be added and/or relocated.

During the renovation process, if the existing physical structure and/or equipment do not meet current public health legislation, guidelines and/or standards, the operator may be required to upgrade the establishment and/or equipment.

If you are not sure if you need to submit floor plans or whether or not an upgrade to the establishment would be required, contact your local Environmental Health Officer.

➤ **Required information for floor plans**

Submit the following information to your local Environmental Health Officer for review:

- Drawing to scale with dimensions listed.
- List of equipment with specifications.
- Finishing details for floors, walls, and ceiling.
- Source of water supply (if personal service establishment is not connected to a municipal water system).
- Method of sewage disposal (if personal service establishment is not connected to a municipal water system).

➤ **Floor plan**

The floor plan should be a scaled layout drawing of the whole establishment and should identify each area, activity, and procedure. An example of a floor plan for a nails and esthetic facility can be found in Appendix 1. The following are some examples of the items that should be indicated on a floor plan:

Layout of room(s)	<ul style="list-style-type: none"> <li>▪ Service areas *</li> <li>▪ Cleaning and sanitation areas</li> <li>▪ Chemical storage areas</li> <li>▪ Laundry facilities</li> <li>▪ Seating areas</li> <li>▪ Washrooms</li> </ul> <p>* <b>Note:</b> All service areas within a personal service establishment must be entirely separated from any incompatible activities such as domestic living and sleeping areas, food storage, food preparation and eating areas.</p>
Equipment	<ul style="list-style-type: none"> <li>▪ Sinks                         <ul style="list-style-type: none"> <li>- Hand washing</li> <li>- Hair washing</li> <li>- Instrument and equipment cleaning stations</li> </ul> </li> <li>▪ Manicure tables</li> <li>▪ Pedicure chairs</li> <li>▪ Tanning beds</li> <li>▪ Treatment beds</li> <li>▪ Laser machines</li> </ul>

If there are any questions about your layout or equipment, contact your local Environmental Health Officer.

➤ **Finishing schedule**

- Describe the type of finishes used within the facility (i.e. floors, walls, ceilings, contact, surfaces, etc.).
- Floors and walls should be constructed with impervious and easily cleanable materials.
- Contact surfaces such as chairs, counters, tables, and trays should be constructed with smooth, non-absorbent material, and should be durable and easily cleanable.

➤ **Water supply**

- Indicate on the floor plan if the personal service establishment is connected to a well water system, as there may be additional requirements. Please contact your local Environmental Health Officer regarding water requirements.
- Ensure all plumbing and fixtures comply with the B.C. Building Code and all applicable municipal legislation and/or requirements.
  - Backflow prevention devices should be installed at any connection where contaminated water could enter the drinking water system. For example, hair washing stations.

➤ **Hand washing station**

- All personal service establishments should have a minimum of one designated hand washing station that is conveniently located near each work area(s) of the personal service establishment.
- The hand washing station is separate from any washroom sinks and sinks needed for instrument and equipment cleaning.

One of the most effective methods to stop the spread of infection is proper hand washing. It is critical for operators and staff to practice proper hand hygiene before and after providing treatment to clients.

➤ **Instrument/equipment cleaning stations**

- One or more sinks should be designated for cleaning instruments and equipment.
- If only non-critical items are used for the personal services providing a separate sink for cleaning instruments and equipment may not be required. Please contact your local Environmental Health Officer if you would like to determine if alternative sink arrangements are possible.

➤ **Sewage disposal**

- Indicate on the floor plan if the personal service establishment is connected to an on-site sewerage system or holding tank, as there may be additional requirements. Please contact your local Environmental Health Officer regarding sewage disposal requirements.

**Section 4 – List of Services, Training and Qualifications,  
Instruments and Equipment**

Submit a full list of services that will be provided within your facility.

List all instruments and equipment that you and your staff will be using.

A full list of services is necessary to assess the suitability of the proposed layout of the personal service establishment.

➤ **What do I need to include in my list of services?**

Include a full list of services that are going to be offered within the personal service establishment, even if the service is only a future plan.

Examples of personal services can be found in the Guidelines for Personal Service Establishments, a link is provided in Section 1 of this application package.

➤ **What if I am unsure if the service I am providing is considered a personal service?**

After reviewing the services in the guideline, if you are still unsure whether or not the service you wish to provide is considered a personal service, contact your local Environmental Health Officer and they will identify if the service is considered:

- A personal service.
- A restricted activity that must be performed by a “registrant” as defined by the Health Professions Act.
- A service that is not authorized to be performed within B.C. or
- Not a personal service.

➤ **What do I need to include in my list of instruments and equipment?**

Along with the list of services, list the instruments and equipment that are going to be used for each of the services. Environmental Health Officers may also request the manufacturer’s specification for a particular instrument or piece of equipment. This is to ensure that all the instruments and equipment listed are approved and will be used for their intended purpose. Some examples are:

- Specialised equipment requirements:
  - Devices such as lasers, tanning machines, and other medical devices must meet Health Canada requirements pursuant to the Radiation Emitting Devices Act and/or Medical Devices Regulations.
  - The manufacturer for any medical device must be licenced by the Medical Devices Bureau with Health Canada before the device can be offered for sale in Canada. If a device has not received a licence to be sold in Canada it cannot be used within a personal service establishment.
- Autoclave machines:
  - All autoclaves must meet the Canadian Standards Association specifications to be used in a personal service establishment.

➤ **Operators training and certification**

Although there are no provincial training or certification requirements for personal service establishment operators, it is recommended that operators receive education and training for their proposed services. List any courses that you have completed and provide certificates where applicable.

## Section 5 – Infection Control Plan

To ensure instruments and equipment are properly cleaned, disinfected and/or sterilized, operators must submit an infection control plan for Environmental Health Officers to review.

Operators should keep this plan onsite at the establishment and should also use this information as a training tool for all staff.

### ➤ What is an infection control plan?

An infection control plan is a set of written standard practices that describes the methods and procedures for cleaning, disinfecting and/or sterilization for all instruments, equipment and surfaces that come in direct contact with a client. It is developed and maintained by a personal service establishment operator and is unique for each establishment.

### ➤ How do I develop an infection control plan?

There are 5 components to an effective infection control plan:

1. Hand washing.
2. Cleaning procedures.
3. Classification of Instruments and Equipment.
4. Procedures for disinfecting and sterilizing.
5. Sanitary storage.

To help you develop an infection control plan, a template has been provided in Appendix 2. Instructions on how to complete the template are explained below. Operators are free to develop their own infection control plan provided that it contains all of the same information as the table in Appendix 2 as well as any additional information that may be required by your local Environmental Health Officer.

## 1. Hand washing

Hand washing is the first line of defence to protect yourself, your staff and your clients from the spread of disease. Both operators and staff must wash their hands between clients and between activities. Indicate your hand washing procedures on your infection control plan. Note that a hand washing station must be provided with:

- Hot and cold running water.
- Dispensed liquid soap.
- Single-use towels.

Using the template attached in Appendix 2 – complete Part D.

## 2. Cleaning procedures

Cleaning is a critical first step to help ensure that instruments and equipment are adequately disinfected or sterilized. Cleaning, disinfecting and sterilization procedures can be defined as:

- **Cleaning:** using water, detergents and mechanical action to remove physical material such as dust, soil, blood, or mucus, but does not kill micro-organisms.
- **Disinfecting:** using a chemical agent to kill most disease-causing microorganisms.
- **Sterilization:** complete destruction of all microbial life such as bacteria, bacterial spores, viruses and fungi.

It is important to know that cleaning is **not** the same as disinfecting.

When developing your cleaning procedures they should include the process to make instruments and equipment clean prior to the disinfection or sterilization step. The process should include what detergent will be used and soak times, if applicable.

Using the template attached in Appendix 2 – complete the “Cleaning Procedures” column.

### 3. Classification of instruments and equipment

Not all instruments and equipment pose the same level of risk. Based on their intended use, instruments and equipment need to be classified into three different categories:

1. **Critical:** Any instrument or equipment intended to puncture the skin or contact the puncture site or a sterile instrument before puncturing. All critical instruments and equipment require sterilization.

*For example: re-usable needle bars and grips, piercing needles, tong, clamps, or forceps.*

2. **Semi-critical:** Any instrument or equipment intended to contact non-intact skin or mucous membrane, but does not penetrate it. Semi-critical items require high-level disinfection.

*For example: Metal ink trays, eye goggles, nail clippers, nippers or pushers, metal foot files and tweezers.*

3. **Non-critical:** This category can be divided into two separate sub-categories:

- **Non-critical requiring Intermediate Level Disinfection:** Any instruments or equipment intended to contact intact skin, but may accidentally contact non-intact skin or receive blood or body fluid splatter. This requires intermediate-level disinfection.

*For example: tattoo machines, pedicure footbaths, ear piercing devices (e.g. guns designed to hold prepackaged sterile studs) and laser wands.*

- **Non-critical requiring Low Level Disinfection:** Any instruments or equipment that do not directly touch the client, or contacts only intact skin. This requires low-level disinfection.

*For example: treatment beds, client chairs, work counters, combs, brushes, and scissors.*

**Single-use:** Is an additional category for instruments that have been designated by the manufacturer as single-use only. These items must be discarded appropriately after use as they cannot be properly disinfected or sterilized for use on another client.

*For example: single-use tattoo needles, razor blades, non-metal nail/foot files, toe separators and disposable applicators for liquids, wax etc.*

Using the template attached in Appendix 2, follow the instructions below to complete the methods of disinfection or sterilization portion of your infection control plan.

- i. Provide a list of the instruments and equipment that are going to be used in your personal service establishment. Ensure to categorize the instruments and equipment under the proper classification of critical, semi-critical, non-critical or single-use.
- ii. Identify the method of disinfection or sterilization for each instrument or piece of equipment listed.
  - The list of disinfectants in the Provincial Guidelines are only examples of the ones most commonly found in personal service establishments and is not meant as a complete list.
  - If a disinfectant that you wish to use is not on the list in the Provincial Guidelines, please include a copy of the label and product specification sheet for your local Environmental Health Officer to review.

The Guidelines for Personal Service Establishments is an excellent resource in helping an operator understand the different options above on how an instrument or piece of equipment should be classified. The guidelines are also an excellent resource for information on disinfection or sterilization.

[http://www.health.gov.bc.ca/protect/ehp\\_pse.html](http://www.health.gov.bc.ca/protect/ehp_pse.html)

**How do I know if the disinfectant or sterilizer that I am using is approved?**

All disinfectants must meet Health Canada's labelling requirements and should contain the following information on the label.

- Manufacturer's name and contact information.
- The active ingredient.
- A Drug Identification Number (DIN).
- Directions for use.
- Expiration date.
- All sterilizers must meet Canadian Standards Association (CSA) specifications.

As a **low** level disinfectant, regular household bleach must be at least 5.25% sodium hypochlorite solution. In this case a DIN is not required.

As a **high** level disinfectant, bleach must have a DIN and be labelled as a high level disinfectant by the manufacturer.

#### 4. Procedures for disinfecting and sterilizing

Using the template attached in Appendix 2, follow the instructions below to complete the Procedures for the Disinfection or Sterilization component of your infection control plan.

- i. Only complete section A (Critical) if instruments or equipment need to be sterilized by providing the following information for the autoclave or chemiclave.
  - List of all equipment and instruments used.
  - Cleaning Procedure including names of cleansers used.
  - Make and model of sterilization equipment.
  - Cycle time, temperature, pressure of the sterilization equipment.
  - Laboratory used for spore testing.
  - The frequency that the spore test is submitted to the laboratory.

If you are using sterilizing equipment such as an autoclave or chemiclave, monitoring is required to confirm the unit's operation and effectiveness. Contact your Environmental Health Officer for details.

- ii. Under section B, indicate the level of disinfection for each disinfectant being used and provide the following information:
  - Name of instrument or equipment being disinfected.
  - Cleaning procedure prior to disinfection, including names of cleaners used.
  - Trade name of disinfectant:
    - The brand name of the disinfectant.
  - Active ingredient:
    - Indicate the type of chemical disinfectant being used. The active ingredient is expressed in percentage (%) and is found on the product's label.
  - Contact time:
    - Indicate how long the instruments and equipment needs to be fully submerged in the disinfectant. This information can be found on the product label's instructions.

- Frequency of change:
  - Indicate how often the chemical needs to be changed once it is in use. This information can be found on the product label's instructions.

If there are any questions about completing the Infection Control Plan, please contact your Environmental Health Officer.

## 5. Sanitary storage

After instruments and equipment have been properly sterilized or disinfected, they must be protected from sources of contamination. Sterilized equipment and instruments must remain in sterilization bags until use. Disinfected equipment and instruments must be covered and stored in sanitized containers separately from any sources of contamination until use.

Using the template attached in Appendix 2 – complete the “Sanitary Storage” column.

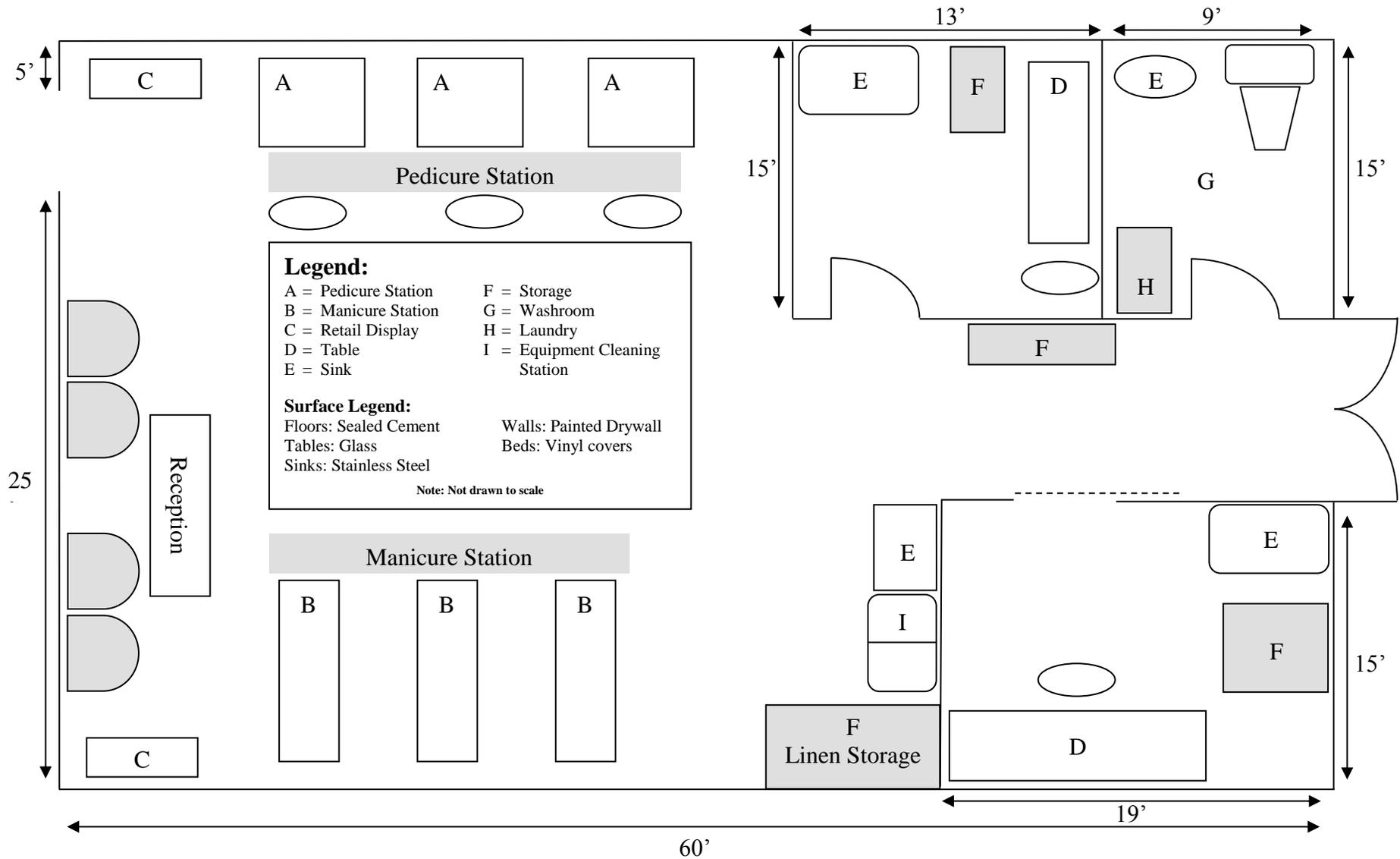
### **Section 6 – Obtaining Health Approval**

The following section describes the process you need to follow in order to obtain health approval once all requirements outlined in Sections 2 to 5 have been completed.

➤ **Schedule an inspection**

When construction and/or renovations are complete and the establishment is ready to be opened, contact your local Environmental Health Officer to schedule an initial inspection. This inspection is required to ensure that the establishment has been constructed in accordance with the approved floor plans and meets the public health standards and regulations.

**Appendix 1: Generic Floor Plan for a Nail and Esthetics Salon**



**Appendix 2: Cleaning, Sterilization and Disinfection Procedures** (refer to pages 9 to 10 for instructions on how to complete the table)

A - Sterilization Procedure					
Category	Name of Equipment or Instrument	Cleaning Procedure *	Sterilization Equipment Details	Sterilization Procedures	Sanitary Storage
Critical		<input type="checkbox"/> Soap <input type="checkbox"/> Cleaner Name _____	<b>Autoclave</b> Brand _____ Model _____ CSA approved <input type="checkbox"/> Yes <input type="checkbox"/> No	Temperature _____ Time _____ Pressure _____	In sterilized packets until use
		<input type="checkbox"/> Enzymatic Cleaner Name _____	<b>Chemiclave</b> Brand _____ Model _____ CSA approved <input type="checkbox"/> Yes <input type="checkbox"/> No	Packets – colour/indicator expected _____ Spore test frequency _____ Laboratory Name _____ Contact your Environmental Health Officer for example of sterilization monitoring sheet.	
B - Disinfection Procedures					
Category	Name of Equipment or Instrument	Cleaning Procedure *	Disinfection Name and Active Ingredient	Procedures	Sanitary Storage
Semi-Critical		<input type="checkbox"/> Soap <input type="checkbox"/> Cleaner Name _____		Mixing Process (if applicable) _____ Minimum Soak Time _____ Change Solution _____	
* <b>Cleaning Procedure</b> - Describe the process including cleaning agents, concentrations and soak times.				Use separate sheet for additional information	

B - Disinfection Procedures					
Category	Name of Equipment or Instrument	Cleaning Procedure *	Disinfection Name and Active Ingredient	Procedures	Sanitary Storage
<b>Non-Critical</b>		<input type="checkbox"/> Soap <input type="checkbox"/> Cleaner Name _____			
* <b>Cleaning Procedure</b> - Describe the process including cleaning agents, concentrations and soak times.				Use separate sheet for additional information	

C - Single Use Procedures			
Category	Name of Equipment or Instrument	Methods of Disposal (Sharps must be discarded in Sharps Container)	Sanitary Storage of New Items
<b>Single-Use</b>			

D - Hand Washing Procedures					
Category	Who	How often	Wash hand with		
<b>Hand Washing Procedures</b>			1.	2.	3.

E - Laundering Procedures					
Category	Washing detergents	Washing: Other chemicals (e.g. bleach)	Washing settings	Drying settings	Storage
<b>Laundering Procedures</b>					