



Personal Service

Beyond Glam

Newsletter | Spring/Summer 2025



Taking the business on the road? Set up for special event success!

Special events are a fantastic way to connect with your community, expand your professional network, or simply to enjoy a unique experience. Here is a guide on how to participate in a special event, and how to apply online to host your own. [Guidelines for special events.](#)

What to do if you are the coordinator organizing a special event

- 1. Fill out the [Coordinator and organizer's application Form](#):** The coordinator must submit the completed application form to the Durham Region Health Department (DRHD) 30 days prior to any event. A Public Health Inspector will connect with you to discuss requirements and set up.
- 2. Provide event information to the clients (Vendors):** Have each vendor fill out an application online and submit to the Health Department. A Public Health Inspector will connect with each vendor to discuss their specific business and set up needs.

What to do if you are a vendor participating in a special event

- 1. Fill out the [Vendor's application Form](#):** Each vendor must submit their completed application form to the DRHD at least 15 days prior to the event. A Public Health Inspector will connect with each vendor to discuss their specific business and set up needs.

Special events must comply with the requirements in the [Guidelines for Special Events with Personal Service Settings](#) and [Personal Service Settings Regulation O. Reg 136/18](#), under the Health Protection and Promotion Act, R.S.O., 1990, c. H.7 as amended.

The key to a successful special event experience is preparation. By connecting with the Health Department, you'll be ready to showcase your business with confidence.

If you have any questions about a special event, please call our helpline at 905-668-2020.

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Common issues found during Personal Service Setting inspections

Keeping the community safe from disease transmission by ensuring compliance with the regulation and infection prevention and control (IPAC) practices is the priority for the Durham Region Health Department. During an inspection, your Public Health Inspector (PHI) reviews different areas of your business to ensure the highest standards of infection prevention and control practices are implemented and maintained. Our collective goal is to ensure the health and safety of your clients. Below are some common infractions identified during the inspections:

- Improper cleaning and/or disinfection/sterilization
- Disinfectants prepared and used incorrectly
- Work and contact surfaces not smooth and easily cleanable
- Single use items not properly discarded
- Equipment and single-use items stored improperly
- Premise not kept in a sanitary manner
- Improper aftercare and explanation of service risks
- Improper hand hygiene conducted
- Products improperly dispensed leading to contamination

To learn more about your requirements at your personal service setting, be sure to review details in the [Guide to Infection Prevention and Control in Personal Service Settings](#) as well as requirements listed in the [Personal Service Settings Regulation](#).

Taking the plunge?

If you're considering offering services with a cold plunge tub or basin, it's a great idea to contact your public health inspector first. They can help you understand the necessary requirements before you purchase or install these units, ensuring a smooth and compliant operation. Taking this proactive step can save you time, money, and effort in the future!

Notification to health department prior to operation

If you're planning to open a new personal service setting, introduce new services, or make any construction or alterations, you are required to notify the Health Department in writing at least 14 days in advance. Your notification should include:

- The intended opening or reopening date
- Details of all new services being offered
- The name and address of the operator

Timely notifications and effective communication will help your business comply with regulations and infection control practices, ensuring your clients' safety.

To notify the Health Department please visit: [Personal Service Settings Notification Form](#)

Disinfection vs. sterilization: What's the difference?

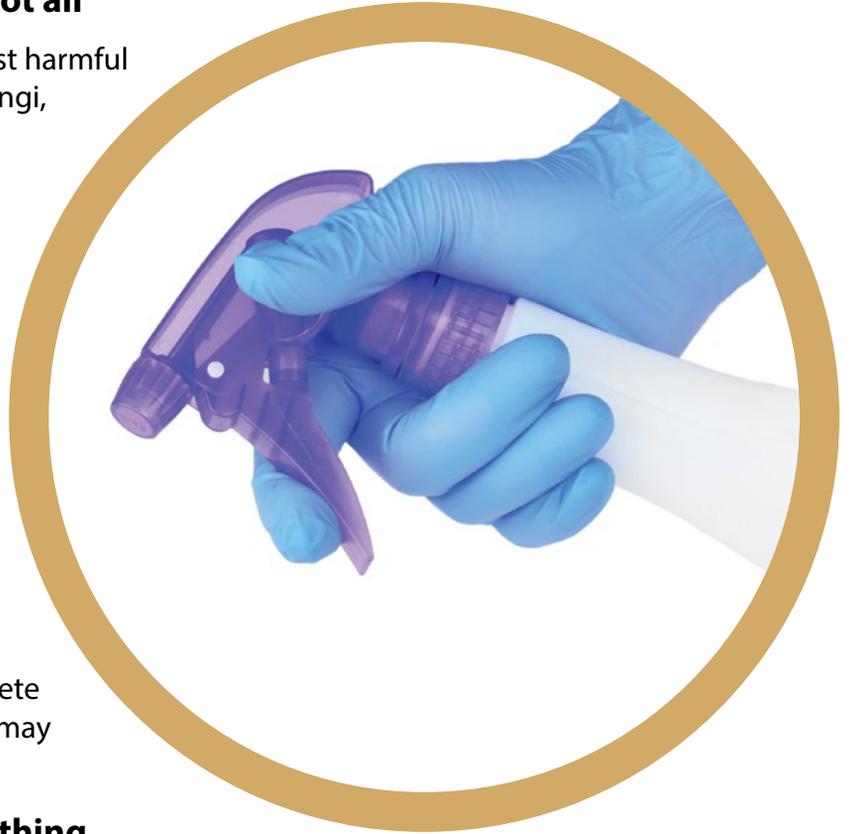
When it comes to cleaning and killing harmful germs, two words often come up: disinfection and sterilization. While both aim to make things safer by reducing or eliminating pathogens, they work in different ways and are used differently. Both disinfection and sterilization processes require a cleaning step **before** they are applied.

Disinfection: Kills most germs, but not all

Disinfection is the process of eliminating most harmful microorganisms, like bacteria, viruses, and fungi, from surfaces or objects.

Disinfectants, which are usually chemicals such as bleach or alcohol-based solutions, are commonly used to disinfect surfaces in personal service settings and on reusable equipment and tools. They are effective at reducing the number of germs to a safe level, but they may leave some hardy microbes behind, especially if they are in a more resistant form (like spores).

For example, wiping down high touch surfaces in the facility or cleaning doorknobs with a disinfectant, removes most harmful germs, but it's not going to guarantee complete elimination. In fact, some bacteria or viruses may survive the disinfection process.



Sterilization: Going all in, kills everything

It involves destroying or removing all forms of microbial life, including bacteria, viruses, fungi, and their spores. This process is typically used for tools and equipment that puncture the skin and the contamination must be eliminated entirely.

Sterilization is achieved through extreme methods such as autoclaving (using steam under high pressure), dry heat, or chemicals like ethylene oxide gas (though not approved for use by operators in a personal service setting). These methods ensure that no microorganisms, not even the hardiest bacterial spores, are left behind. Items such as jewellery, tattoo grips, forceps and clamps must undergo sterilization to ensure client safety during the services.

To disinfect or to sterilize? That is the question!

Item Classification	Critical	Semi-critical (or Items That Hold/ Contact Critical Items)	Non-critical, Intermediate-Level Disinfection	Non-critical, Low-Level Disinfection
Method of reprocessing	Sterilization	High-level disinfection	Intermediate-level disinfection	Low-level disinfection
Definition	Equipment and instruments or items that penetrate the skin or enter sterile tissue. Also, some other tattoo, piercing, or body-modification equipment with high risk of transmission if contaminated.	Equipment and instruments or items that contact mucous membranes or non-intact skin (i.e., skin that has been compromised in some way, such as cracked, chapped, with cuts, abraded, or with a rash), but do not ordinarily penetrate the skin. Also includes items that hold, manipulate or contact critical items.	Equipment and instruments or items that are intended to contact only intact skin, but that may accidentally come into contact with non-intact skin or mucous membranes, or penetrate the skin.	Equipment and instruments or items that do not directly contact the client, or contact only hair or intact skin.
Rationale	These items present a high risk of transmission of microorganisms if contaminated.	These items contact areas where the level of protection is less than that of intact skin. Also, items that hold or contact critical items could lead to transmission of microorganisms if cross-contamination occurs.	These items present a higher risk of transmission of microorganisms than other non-critical items.	These items present a low risk of transmission of microorganisms.

PHO Guide to Infection Prevention and control in Personal Service Settings, 3rd Edition, July 2019

Key differences

- 1. Effectiveness:** Disinfection kills most germs, but not all. Sterilization kills everything—no exceptions.
- 2. Methods:** Disinfection uses chemical agents, while sterilization often uses physical methods like heat and pressure.
- 3. Use:** Disinfection is used after cleaning for everyday cleaning of high-touch surfaces, while sterilization is critical for equipment or tools intended to puncture the skin, or in environments where absolute cleanliness is required.
- 4. Time and Complexity:** Sterilization typically takes longer and requires more specialized equipment and processes than disinfection.



Did you know?

UV boxes typically sold on the market are **NOT** approved for use to sterilize. Before you decide to start sterilizing in your business, please reach out to your Public Health Inspector to discuss the requirements and for more detailed information regarding sterilization. If done wrong, sterilization can cause more harm than good!

Disinfection and sterilization both play important roles in keeping clients safe, but they differ significantly in terms of what they achieve. Disinfection reduces germs to a manageable level, while sterilization ensures that everything, even the toughest microbes and spores are eliminated.

For more information on disinfection used in a personal service setting please visit:

[Cleaning and disinfection facts](#)

For information on sterilization in personal service settings please visit:

[Sterilization of reusable items](#)

Do you know when a medical directive is needed if you're not a regulated health professional?

Microneedling is an invasive procedure that uses thin needles to make tiny holes in the top layer of your skin which will stimulate the production of collagen and elastin. Due to the invasive nature, there are inherent risks involved. When a client's skin is broken, it breaks the protective skin barrier which can lead to skin and bodily infections. Appropriate risk assessments as well as proper handling and care is necessary for invasive treatments. Certain microneedling devices may be classified as medical devices, requiring a medical directive if the service is not performed by a Regulated Health Professional (RHP) or medical professional.



Do you know when a medical directive is required for a microneedling device?

Not all microneedling devices are the same. Below are key criteria we consider when advising on the need for a medical directive:

- Certain microneedling devices are classified as medical devices and must only be used by a medical professional or Regulated Health Professional (RHP). An RHP is an individual who has graduated from a regulatory college such as the College of Nurses of Ontario or the College of Physicians and Surgeons of Ontario.
- **Please note:** A “medical aesthetician” is not considered an RHP or a medical professional; therefore, a medical aesthetician requires a medical directive for all medical devices.
- If the microneedling device is not classified as a medical device by the manufacturer, no medical directive is required to provide the service.
- A medical directive is not required when a device is classified as a medical device and the service is provided by an RHP.
- A medical directive by a RHP within their scope is required when a device is classified as a medical device and the microneedling service is provided by a non-RHP or non-medical professional.

Who can issue a medical directive and what should it include?

- Medical directives are only issued by a registered Physician or Nurse Practitioner.
- Medical directives must include, at minimum:
 - Name of facility
 - List of applicable services
 - Name and signature of Physician or Nurse Practitioner
 - Name of individuals/role the medical directive applies to
 - Show that the medical directive is updated annually
- For individuals who are a RHP, the regulatory college may still require a medical directive to provide the service. Please consult with the [RHP's college](#) to confirm if a medical directive is required.

NEW: City of Oshawa tattoo parlor licencing

The City of Oshawa completed a comprehensive review of its Business Licensing By-law in early 2024, resulting in the approval of Business Licensing By-law 122-2024, effective November 4, 2024. Under Business Licensing By-law 122-2024, a licence from the City of Oshawa is now required for all Tattoo Parlours.

City of Oshawa defines a Tattoo Parlour as *any place involved in the marking of skin with indelible pigment or other such substance to produce a permanent design, mark or similar feature on the skin, but does not include a place which exclusively provides permanent makeup, microblading or micropigmentation services.*

If you are unsure whether your business requires a Tattoo Parlour Licence or have any questions, please email licensing@oshawa.ca or for more information visit Oshawa.ca/TattooLicence.



REMINDER!

Update your contact information.

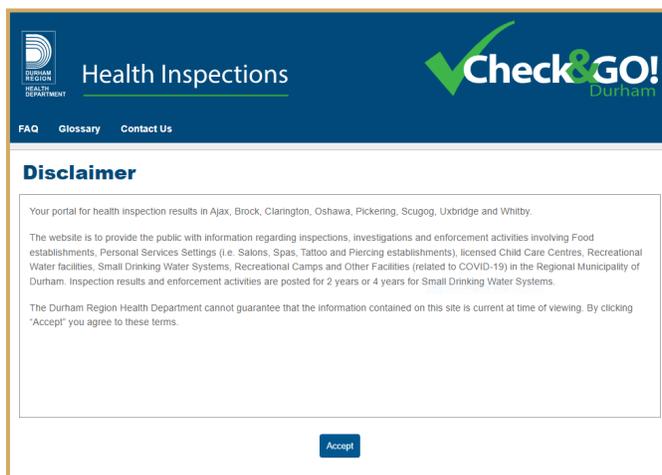
Occasionally the Durham Region Health Department sends important information to all personal service settings.

A current contact list will help us disseminate the information to you more efficiently.

If there have been any changes to your facility contacts, such as owners, managers, supervisors, telephone numbers, e-mail addresses, please forward the latest information to your area Public Health Inspector or EHL@durham.ca to update the list.

Know Before You Go D U R H A M

Your facility's inspection reports for the past 2 years can be found [here](#).



**Next Issue release:
Fall/Winter 2025
We welcome
your ideas and
suggestions!**

We would like to remind all personal service setting owner/operators and staff that we welcome any suggestions for future article topics, ideas, and any comments you have, to improve the newsletter!

Please submit comments by email to EHL@durham.ca and indicate in the subject line "Personal Service Setting Newsletter Contribution".

The *Beyond Glam* Newsletter is published and distributed by Durham Region Health Department, Health Protection Division, and is distributed to personal service settings within Durham Region.

For any additional questions, please contact your area Public Health Inspector or the Durham Health Connection Line as this account is not monitored:

Contact Us



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Thank You,
Durham Region Health Department