

Operator Safety

While performing personal services to clients, workers may be exposed to injury (e.g., cuts, scrapes and broken skin; skin irritation, rashes and allergic reactions) or to infections through exposure to blood or body fluids. Owners/operators of personal service settings have a responsibility to have established occupational health and safety training for all workers, including training to prevent or reduce the risk of disease transmission, and policies and procedures regarding the operation and maintenance of the personal services setting. Workplaces are required to comply with applicable provisions in the *Occupational Health and Safety Act*, R.S.O. 1990, c.0.1 and its regulations. Under this Act, employers, supervisors, and workers (hereafter collectively referred to as 'operators') have certain rights, duties, and obligations.

Infection Risks

The risk of injury or disease transmission to operators during the provision of personal services to clients depends on a number of factors, including: how invasive the procedure is, the equipment utilized, the environment where the procedure will take place, the use of personal protective equipment (PPE), the use of routine infection prevention and control practices, and the operator's own health and knowledge. The potential sources of these microorganisms are:

- Contaminated or improperly reprocessed equipment
- Client carrier of disease
- Unclean workplace
- Operator to operator exposure

Additional Considerations:

- Workplace-specific orientation and relevant training and information is to be provided to all operators.
- Infection prevention and control (IPAC) policies and procedures are to be established, maintained up to date, and located such that they are readily accessible to all operators.
- IPAC policies and procedures are to include routine practices (such as risk assessment, hand hygiene, control of the environment, administrative controls, and the provision and use of PPE) and other relevant safe work practices (such as safe cleaning and reprocessing practices).
- Operators are to perform hand hygiene prior to providing personal services to clients, and are to perform additional hand hygiene as needed, e.g., between procedures or services on the same client, before putting on and after removing gloves, and after contact with contaminated equipment or instruments.

- Hand hygiene is to be performed using an alcohol based hand rub (ABHR) if hands are not visibly soiled, and using plain liquid soap and water when hands are visibly soiled.
- The physical environment is to be maintained in good repair, and cleaned and disinfected as often as necessary in order to maintain this in a sanitary manner.
- Appropriate PPE is to be available and used for services where there is a risk that the operator will come into contact with blood, body fluid, mucous membranes or non-intact skin during the provision of personal services to a client, or if the operator may come into contact with chemicals during environmental cleaning/disinfection or while performing reprocessing activities.
- Appropriate PPE includes (as applicable to the personal service or other activity): a supply of single-use gloves, masks, eye protection, and gowns or arm barriers.
- Operators are to have knowledge of communicable diseases to which they may be exposed during the provision of personal services to clients (e.g., blood-borne pathogens and adenovirus) and procedures are to be in place to avoid the risk of exposure.
- Hepatitis B vaccination is recommended for operators who may come into contact with blood or other body fluids (e.g., piercers, tattooists and body modification artists).
- If an operator sustains an injury due to an accidental exposure to another person's blood and/or bodily fluid, a record of the incident must be completed and kept at the workplace. The operator should consult with a health care provider regarding the need for additional follow-up/treatment.
- If an accidental exposure to a chemical occurs, the Safety Data Sheet (SDS) should be consulted for that chemical.
- Operators must ensure that their own illness does not in any way endanger the health of clients. Operators are recommended to see a health care provider when ill, and to stay at home until symptom-free for 48 hours when ill with vomiting and/or diarrhea.
- Personal items that belong to operators (e.g., food, beverages, medication, makeup, personal hygiene products) are to be stored separately from supplies intended for use on clients, and are not to be stored in client service areas.
- Operators are to refrain from eating, smoking or drinking while performing procedures and when in the procedure room/area.
- Operators are not to test needles, lancets, or other sharps for sharpness or defects on a client's or operator's skin before use. Needles are not to be recapped, bent, or manipulated prior to disposal in an approved sharps container.

Sources

1. Ontario Agency for Health Protection and Promotion (Public Health Ontario). Guide to infection prevention and control in personal service settings. 3rd ed. Toronto, ON: Queen's Printer for Ontario; 2018. Cited [2019 March 11] Available at: <https://www.publichealthontario.ca/-/media/documents/guide-ipac-personal-service-settings.pdf?la=en>
2. Ontario Agency for Health Protection and Promotion (Public Health Ontario). Provincial Infectious Diseases Advisory Committee. Best practices for cleaning, disinfection and sterilization of medical equipment/devices. 3rd ed. Toronto, ON: Queen's Printer for Ontario; May 2013. Cited [2019 March 14] Available at: <https://www.publichealthontario.ca/-/media/documents/bp-cleaning-disinfection-sterilization-hcs.pdf?la=en>
3. Health Protection and Promotion Act. Ontario Regulation 136/18 Personal Service Settings. Cited [2019 Sept 10] Available at: <https://www.ontario.ca/laws/regulation/180136>

This fact sheet is based on PSS best practices recommendations, current reprocessing standards and legislation. It is not an inclusive list of all requirements. Operators are responsible to ensure that all services are offered according to local requirements, best practices and, legislation