

## **Document 2 – Personal Service Setting Environmental Scan and Community Consultations**

In response to the Board of Health's investment in PSS inspection, OPH has developed enhanced approaches to infection prevention and control in PSS establishments. Staff conducted an environmental scan of nine other health units with a similar demographic profile to Ottawa's, and surveys of 70 local PSS operators and 537 Ottawa residents to better understand local PSS issues.

### **Consultations**

#### ***Environmental Scan***

OPH consulted nine health units to evaluate comparable components such as staffing, inspection rates, public and operator education, licensing and web disclosure. Responses were highly variable regarding risk classification, operator education and other facets of the individualized PSS programs.

Of the nine health units surveyed, six were meeting annual inspection target rates. In addition to meeting these targets, some (3/8) were inspecting high-risk PSS twice per year and/or inspections were increased based on deficiencies or orders from the previous calendar year. Four health units indicated they have a dedicated PSS team, while five health units provide online information to both the public and operators. One health unit provides a certification workshop for operators. In regards to online disclosure, one health unit posts their PSS inspection results online, while five health units are currently working to provide the information online in 2013-2014. Two health units have already fully licensed PSS premises, while five others are planning to implement some form of PSS premises licensing. Overall, the consistent feedback from the nine health units was an emphasis on the need for licensing and for the investigation of mandatory operator training at a provincial level.

#### ***Surveys***

Ottawa residents and PSS operators were surveyed to collect their thoughts, ideas, and knowledge of PSS. The results of these surveys demonstrated that a significant percentage of respondents make use of PSS – be that frequent aesthetic services, or have at least one tattoo, piercing, or other service. The results are consistent with studies conducted on a national level whose results indicated frequent use of PSS facilities. "Infection Prevention and Control Best Practices for Personal Service Settings, 2009" describes a 2002 study conducted with university undergraduates that found that tattoos were present in 22% of men and 26% of women with an average of one to three

sites per person. Piercing was found to be more common with 42% of men and 60% of women reporting that they were pierced.

### ***Public Surveys***

The online survey was provided to the public through social media avenues, yielding 537 responses. The majority of respondents were female. Age of respondents ranged from 16 to over 70. The majority of respondents (62%) fell in the 20 – 39 age group, followed by respondents in the 40 – 59 age group (32%).

A significant percentage of respondents indicated that they use PSS – either through the use of aesthetic services, or by having at least one tattoo, piercing, or other service.

Other findings were:

- 86% of respondents have or have had at least one ear piercing (*33% selected 2 piercings and 33% selected having 3-5 ear piercings*)
- 34% of respondents have or have had at least one body piercing
- 39% of respondents have at least one tattoo
- 5/479 respondents stated they have had Extreme Body Modification (scarring, branding, etc)
- 81% of respondents have had a manicure or pedicure
- 17% of respondents have had electrolysis
- 33% of respondents have had acupuncture
- 76% of the respondents did not know that PSS businesses were not licensed in the City of Ottawa
- Depending on the service, support for licensing ranged from 86% - 94% in favour of licensing all PSS in the City of Ottawa
- 95% of respondents would like to see online disclosure for PSS inspections, with 94% of these respondents feeling it would impact their decision on where to receive a personal service procedure
- 85% of respondents were not aware of educational resources on PSS

The results of this survey indicated the growing popularity of PSS and the corresponding new challenges for OPH - as these services have the potential to transmit blood-borne pathogens to clients.

### ***Operator Survey***

Multiple health units indicated that their success in implementing infection prevention and control measures has been directly related to operator involvement. OPH engaged PSS operators and/or owners to provide their opinions on licensing, web disclosure,

infection prevention and control education sessions and resources. One hundred seventy-eight PSS operators were contacted by mail, email, or in person to be made aware of the survey; 70 operators completed the survey.

Overall, 53% of respondents indicated that PSS inspections should be posted online and 64% stated that PSS premises should be licensed – more specifically operators indicated that tattoo businesses (94%), piercing businesses (90%), acupuncture (89%), spas (87%) and electrolysis (84%) should be licensed. Many respondents also requested resources and additional information on infection prevention and control for themselves and for their clients.

### ***By-law & Regulatory Services and City Clerk and Solicitor's Department***

Ottawa Public Health (OPH) consulted with By-law & Regulatory Services and the City Clerk and Solicitor's Department on the need, feasibility and efficacy of introducing a new licensing category specific to personal service settings.