

Opening a Personal Services Business Checklist

Protecting your client's health is important to the success of your business. You can do this by following the Alberta Public Health Act, the [Personal Services Regulation](#) and the [Personal Services Standards](#). This checklist can help you put precautions in place to prevent injury and infections and be prepared should there be a public health inspection.

Notify Alberta Health Services

As of July 1, 2020, you must notify AHS of existing or new personal services. In the future, if you add any new services to your existing business, notify AHS before you start offering these services to clients. Go to <https://ephisahs.albertahealthservices.ca/create-case-psn/> to submit a notification.

Planning

- Before you start construction of your new business, submit plans for review by a Public Health Inspector. This may help you prevent costly structural changes after construction is complete. Make sure you show on the plans:
 - client service areas
 - storage areas, washrooms, and equipment reprocessing areas
 - material finishes of floors, walls, counter tops, and ceilings
 - lighting and ventilation.

Construction

- Work surfaces and client contact surfaces are smooth, easily cleanable and waterproof.
- Floors and walls are easy to clean and maintain.
- Hot and cold potable water is supplied, and handwashing sinks produce warm water.
- Storage spaces are large enough to safely store and organize equipment and supplies.
- Lights are bright enough to check:
 - the condition of your client's skin
 - the cleanliness of your hands
 - the sanitation and repair of equipment
 - the cleanliness of your facility.
- The ventilation system can remove harmful vapors or airborne hazards that may come from the types of services you offer.
- A washroom accessible to personal service workers and clients is supplied with liquid soap and paper towels or single use towels.
- A reprocessing area, inaccessible to clients, that:
 - has a plumbed sink with hot and cold running water
 - has sufficient space to clean and disinfect equipment
 - has sufficient space to separate clean and dirty equipment
 - is designed to facilitate one-way flow of dirty to clean equipment
 - is not in a room with a toilet
 - is not used for hand washing unless there is a written procedure for decontamination.

Operating

- Personal service workers have the appropriate skills and knowledge to work safely, including:
 - classifying equipment
 - reading labeled instructions for disinfectants, antiseptics and cosmetics
 - following manufacturer's instructions for equipment
 - performing hand hygiene (hand washing or alcohol-based hand rub), including:
 - before and after every service
 - before putting on or taking off gloves
 - after reprocessing equipment
 - using gloves properly, including:
 - when you contact mucous membrane or broken skin with your hands
 - discarding the gloves immediately after use
- You have facility specific written procedures for personal service workers (when applicable):
 - cleansing of skin or mucous membranes
 - using antiseptic products
 - post-service care for punctures to the skin or mucous membrane
 - client care in the event of an accidental skin cut or puncture
 - sink decontamination (only applicable if used for both handwashing and equipment reprocessing)
 - operating and maintaining a mobile sink (only applicable if using a mobile sink)
 - actions you take if a sterility indicator fails or a physical parameter changes without explanation (only applicable if sterilizing).
- You keep records for (when applicable):
 - using high level disinfectant
 - sterilization
 - pre-sterilized critical equipment
 - keeping track of clients of services that puncture the skin or mucous membrane.
- Precautions are in place to prevent the spread of disease, including good hygiene and clean clothing for personal service workers.
- Verbal and written client-care instructions for services that puncture the skin or mucous membrane.
- Cosmetic products are clearly labeled, including:
 - product identity
 - manufacturer
 - complete list of ingredients
 - manufacturer's instructions for its safe use.
- Procedures to prevent the contamination of cosmetic products while you use or store them.
- Cosmetic products comply with federal cosmetic regulations.
- Waste bins large enough to prevent garbage from overflowing.
- Puncture-resistant containers to safely store used sharps (if applicable).

- Procedures to launder or discard linens when:
 - it directly contacts clients
 - it touches soiled equipment
 - it becomes visibly contaminated.
- You have classified all reusable equipment as: non-critical, semi-critical, or critical.
- The right tools and cleaning supplies to safely take apart and clean equipment.
- Disinfectants with a Drug Identification Number or Medical Devices License issued by Health Canada.
- You have the right equipment, such as personal protective equipment, test strips, a timer, and proper containers, to use disinfectant in accordance with its manufacturer's instructions.
- If you use a sterilizer:
 - it uses steam to sterilize
 - it is designed to sterilize reusable equipment
 - it produces dry packages, where packages are used
 - it can meet sterilization qualification tests
 - it can pass physical, chemical, and biological indicators for each cycle
 - personal service workers operate it following manufacturer's instructions.
- If you use a mobile sink:
 - it is labelled for hand washing and cleaning non-critical equipment only
 - you have written procedures for its operation and maintenance.

For more information, please contact your nearest Environmental Public Health office.

Edmonton Main Office
Calgary Main Office
Lethbridge Main Office

780-735-1800
403-943-2288
403-388-6689

Grande Prairie Main Office
Red Deer Main Office
www.ahs.ca/eph

780-513-7517
403-356-6366
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