



Be Spa Safe

PSS Public awareness campaign

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Be Spa Safe.





Public Education

- *MOHLTC IPAC in Personal Services Settings Protocol* mandates BOH to provide public education
- The public awareness campaign was developed to address this requirement



Research

- Environmental Scan of Health Units
- RRFSS Survey results
- Literature Review



Research

- Environmental Scan - Nov 2010
- A RRFSS Survey was conducted from April 2006 to August 2007.
- RRFSS survey only collect information on invasive services



Literature Review

- Not a lot of literature on knowledge and attitudes of the public related to infection prevention and control when visiting the spa
- International survey conducted by the [Day Spa Association](#)



Survey Findings

- 93% of day spa users are female
- 52% of day spa users are between the ages of 25-45
- 84% of day spa users are employed or self employed
- Most favoured treatments were massage and facials
- Spa pedicure, manicure, hair



Our target audience

- Working women between the ages of 25-45, living or working in York Region who receive spa services.



Media Channels

- Rogers Daytime
- Rogers Digital Media
- Digital Mall ads
- Facebook
- York Region media group newspapers
- York Region Website
- Libraries/Community Centers
- Fitness Centers

Digital Ads: Manicure



Be Spa Safe.

- ● ●

Digital Ads: Waxing



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- ● ●

Facebook Ads: Facial



Clear skin is *HOT*.



Be Spa Safe.



Posters



Clear skin
is **HOT.**

Hepatitis C
is **NOT.**

Serious infections can be spread during spa services if proper steps to clean and disinfect are not taken.

Know what to look for.
Be Spa Safe.

For a copy of the *Be Spa Safe Guide*, contact:
www.york.ca/bespasafe
York Region Health Connection
1-800-361-5653 TTY: 1-866-252-9933



Red
polish
is **HOT.**

Nail
fungus
is **NOT.**

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Smooth skin
is **HOT.**

Hepatitis B
is **NOT.**

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Be Spa Safe Guide

- Serious infections can be spread if proper steps to clean and disinfect are not followed
- Provides IPAC messaging for the consumer
- Five easy checklists



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What you need to know



Spa health risks:

What you need to know*

Many of us go to the spa to relax and get pampered. And most spas work hard to make sure their clients enjoy a safe service. However, there are many ways that *serious infections* can be spread at the spa if proper steps to clean and disinfect are not taken. **These infections include Hepatitis B, Hepatitis C, HIV, skin and nail fungus.**

About this guide

York Region public health developed the *Be Spa Safe* guide to explain how infections can spread during spa services and what you can do to reduce your risk. It includes five easy checklists of things to look for before you receive a manicure, pedicure, facial, waxing or hairdressing service. It also gives tips on when to avoid spa services to protect yourself and others. Be sure to review the checklists before each visit to the spa.

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*In this guide, the term 'spa' includes businesses that offer many services (such as manicures, pedicures, waxing, facials, etc.), as well as ones that offer fewer services such as hair or nail salons.

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Protect yourself



Arriving early for your appointment may help you to see how tools and work surfaces are cleaned and disinfected at the end of the last client's service.

Steps to protect yourself

Know what to look for


Read the *Be Spa Safe* checklists before you receive a spa service. They list what you should look for at the spa to reduce your risk of infection.

Look around and ask questions

Once you know what to look for, take time to observe spa practices and ask the staff any questions you may have. You can do this when you go to make an in-person appointment, while you wait for your service and even during the service itself. This can also help to build trust with your spa, making your experience more enjoyable.

Make an informed decision

If you are uncomfortable with what you see or hear, don't be afraid to refuse the service if necessary. You have the right to make sure you receive a safe service that is given with clean tools and clean hands.



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General Checklist for ALL Spa Services

- ✓ The spa operates in a public location inspected by York Region
- ✓ All work areas are well lit, clean and organized
- ✓ Tools, work surfaces and equipment are in good repair (for example no rust, cracks, etc.)
- ✓ Spa workers wash their hands before and after each client
- ✓ Tools and supplies are stored in a clean area (for example in covered containers)
- ✓ Creams and lotions are used in a way that does not contaminate the original product (for example used in a pump, no fingers in jars)
- ✓ Clean sheets, towels, robes, etc. are used for each client. Paper liners are thrown out after each use



The checklists that follow outline more things to look for and are categorized by specific spa services.

REMEMBER *Serious infections* can be spread during service if these safety practices are not followed.

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Checklists: Manicure

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Checklist for Manicure, Pedicure and Nail Treatment Services

- ✓ The spa worker washes his/her hands before and after service
- ✓ The client's hands are washed before service
- ✓ The client's nails are checked for signs of nail mould/ fungus. If found, service is refused
- ✓ These items are used on one client only, then thrown away:

Emery boards

Wooden cuticle pushers

Nail buffers

Foam toe separators

Paper slippers

Sanding bands

Pedicure razor blades

✓ These items are cleaned and disinfected between each client:

Nail clippers

Nippers

Metal nail drill bits

Acrylic nail brushes

Glass and diamond nail files

Foot paddles

Hand baths

Foot baths

Don't be afraid to ask if and how these items are cleaned and disinfected before your service

REMEMBER *Serious infections* can be spread during service if these safety practices are not followed.

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Checklists: Waxing

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Checklist for Waxing Services

- ✓ The spa worker washes his/her hands before and after service
- ✓ The spa worker uses gloves during service
- ✓ Applicators (for example wooden sticks) are never dipped back into the original pot of wax once they have touched the client's skin — "no double dipping"
- ✓ Used wax is thrown away — it is never reused
- ✓ These items are used on one client only, then thrown away:



- ✓ These items are cleaned and disinfected between each client:



No double dipping

The temperature of heated wax is not hot enough to kill bacteria from skin. That is why the same applicator that touches a client's skin should never be dipped back into the original pot of wax.



TIP

Contact with blood and body fluid is common during waxing services. This is why it is so important that your spa worker wears gloves.



Don't be afraid to ask for new ones before your service

Don't be afraid to ask if and how these items are cleaned and disinfected before your service

REMEMBER

Serious infections can be spread during service if these safety practices are not followed.

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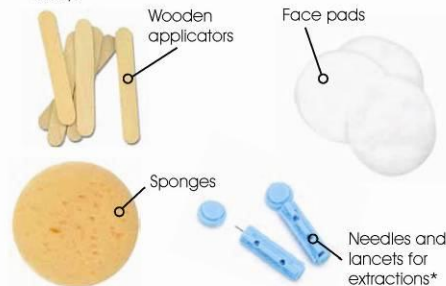
York Region

Checklists: Facial

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Checklist for Facial Services

- ✓ The spa worker washes his/her hands before and after service
- ✓ The spa worker wears gloves when there is a chance that the skin may be broken. (For example during pimple or blackhead removal)
- ✓ Water in the facial steam vapour machine is changed daily
- ✓ These items are used on one client only, then thrown away:



Don't be afraid to ask for new ones before your service

- ✓ These items are cleaned and disinfected or sterilized as required, between each client:



*Needles and lancets

used for extractions must be in sterile packaging and be opened in front of the client. They must be thrown into a sharps container immediately after each use.

TIP

Contact with blood and body fluid is common during facial services. This is why it is so important that your spa worker wears gloves as required.



Don't be afraid to ask if and how these items are cleaned and disinfected before your service

REMEMBER

Serious infections can be spread during service if these safety practices are not followed.

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Short term Outcomes

Short Term Outcomes expected:

- Increase the number of Health Connection inquiries requesting the *Be Spa Safe guide*
- Increase number of complaints received by consumers visiting PSS establishments
- Increase number of consumers requesting a copy of a PSS inspection report



Long term Outcomes

- Within 5 years of the implementation of the anticipate the following outcomes:
 - Increase the capacity on part of the public to become an informed consumer when selecting a PSS establishment
 - Increased compliance with best practices guidelines (i.e. decreased number of follow-up inspections)
 - Decrease in the number of PSS complaints
 - Decrease in the number of cases/outbreaks related to PSS exposure



Questions

