

# Body Wise



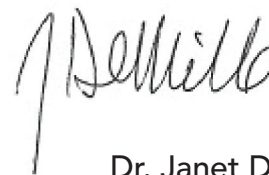
## OPERATOR EDUCATION PACKAGE



On July 1, 2018, Ontario Regulation 136/18: Personal Service Settings came into effect. The primary purpose of this regulation is to reduce the risk of transmission of infectious diseases among personal service clients and workers. To do that, the regulation sets out the requirements for personal service setting operators to offer safe services and reduce the risk of infection to the public and personal service workers. The regulation also requires operators to post the results of any public health inspections in accordance with the inspector's request.

This BodyWise Operator Education Package details the inspection program that the Thunder Bay District Health Unit will use to ensure compliance with Ontario Regulation 136/18, as well as the scoring system and signage that will inform the public about the results of those inspections. The BodyWise program is modelled after the DineWise program currently in use to make the public aware of the results of food safety inspections in our region.

We recommend that you use this document to not only educate yourself, but also to train your staff. Following the advice in this package will help you succeed under the BodyWise program and ensure a safe environment for you, your staff and your customers.



Dr. Janet DeMille  
Medical Officer of Health  
Thunder Bay District Health Unit

## OPERATOR CHECKLIST

Operators of personal service settings inspected by public health inspectors from the Thunder Bay District Health Unit are encouraged to:

- Read this package
- Call a public health inspector with any questions
- Be prepared to post signage

Version: January 2023



## BACKGROUND

Public health inspectors (inspectors) from the Thunder Bay District Health Unit (TBDHU) visit personal service settings to ensure operators are meeting the minimum requirements under Ontario Regulation 136/18 and the supporting Guide to Infection Prevention and Control in Personal Service Settings (3rd edition). These visits are called compliance inspections and they are done to protect the health of both the public and the personal service workers.

The results of these inspections have always been available to the public through a Freedom of Information request, but this is not an effective way to inform the public about these results. With the introduction of Ontario Regulation 136/18 in 2018, operators of personal service settings are required to post the results of any inspections conducted by a public health inspector in accordance with the inspector's request.

The personal service setting inspection disclosure program being implemented in the Thunder Bay District, and described in this package, is called BodyWise. BodyWise is similar in concept to the TBDHU DineWise disclosure program for food establishments, which has been in effect since 2016. Disclosure programs are being implemented in all health units across the province of Ontario.

The purpose of this disclosure program is to inform the public of the condition of the personal service setting at the time of the last inspection. For the customers, BodyWise provides point-of-sale information they can use to make decisions about where they want to go for a personal service.

As of January 2023, the Thunder Bay District Health Unit will require personal service settings to post the results of the most recent inspection in the form of a BodyWise infection control safety grade.

The latest version of Ontario Regulation 136/18 is available at:

- <https://www.ontario.ca/laws/regulation/180136>

The latest version of Guide to Infection Prevention and Control in Personal Service Settings is available at:

- <https://www.publichealthontario.ca/-/media/Documents/G/2019/guide-ipac-personal-service-settings.pdf>

# WHAT THE PUBLIC WILL SEE

Following a compliance inspection, the inspector will post one of the following signs. The sign posted will reflect the grade the premises received, based on the results of the most recent inspection.

If more than one business exists within an establishment, and an operator wants to display a separate grade for their own business, the following criteria must be met:

- 1) The handwashing sink and reprocessing sink cannot be shared.
- 2) Each business must be physically separated from any other business by a door, and the door must also display a sign to identify the other operator as a stand-alone business.


**INFECTION CONTROL GRADE**


**A**

ESTABLISHMENT NAME \_\_\_\_\_

DATE \_\_\_\_\_ INSPECTOR'S INITIALS \_\_\_\_\_

*M. Bellis*  
MEDICAL OFFICER OF HEALTH

 For more information on infection control grades contact the Health Unit at (807) 625-5900. Results of this inspection reflect the conditions of the premises at the time of the inspection. Removing, altering or obscuring this sign may result in enforcement action. This sign is the property of the Thunder Bay District Health Unit.

TBDHU.COM/BodyWise 


**INFECTION CONTROL GRADE**


**B**

ESTABLISHMENT NAME \_\_\_\_\_

DATE \_\_\_\_\_ INSPECTOR'S INITIALS \_\_\_\_\_

*M. Bellis*  
MEDICAL OFFICER OF HEALTH

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TBDHU.COM/BodyWise 


**INFECTION CONTROL GRADE**


**C**

ESTABLISHMENT NAME \_\_\_\_\_

DATE \_\_\_\_\_ INSPECTOR'S INITIALS \_\_\_\_\_

*M. Bellis*  
MEDICAL OFFICER OF HEALTH

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TBDHU.COM/BodyWise 


**INFECTION CONTROL GRADE**


**D**

ESTABLISHMENT NAME \_\_\_\_\_

DATE \_\_\_\_\_ INSPECTOR'S INITIALS \_\_\_\_\_

*M. Bellis*  
MEDICAL OFFICER OF HEALTH

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TBDHU.COM/BodyWise 

## HOW THE PROCESS WORKS

The inspector will conduct their regular compliance inspection as required by Ontario Regulation 136/18. This will not change.

At the end of the compliance inspection, the inspector will calculate a score out of 100 based on their observations. The score will be translated into a letter grade; A, B, C or D. Specific details will be covered later in this document.

After reviewing the compliance inspection results with the operator and informing them of their score and grade, the inspector will provide a sign that must be posted. The sign will display the letter grade.

Under Ontario Regulation 136/18, all operators will be required to post the sign in a location at or near all public entrances. The sign must be clearly visible to the public from outside of the establishment. The inspector will work with the operator to find appropriate locations if the operator has any questions.

It is the responsibility of the operator to make sure that the sign is visible at all times and that it is not altered, defaced or obstructed. If the operator fails to do this, it could result in enforcement action under the Provincial Offences Act (R.S.O. 1990, c. P. 33). If the sign is lost or damaged, operators must contact their inspector right away to request a replacement sign. Replacement costs may be charged to the operator.

## UNANNOUNCED INSPECTIONS

Unannounced inspections are the standard in Ontario. However, some personal service settings do not keep regular business hours, which forces the inspector to make an appointment to conduct required compliance inspections. Knowing when the inspection is going to occur gives those operators an advantage over others.

To ensure equality of inspection service between all personal service settings, operators that are unable to provide regular business hours will receive an automatic 10-point deduction to their BodyWise score.

Operators who do not currently keep regular business hours but will establish them to avoid the 10-point deduction are asked to contact the inspector assigned to their personal service setting. If the personal service setting is one where the operators have decided to receive one grade (as outlined above under "WHAT THE PUBLIC WILL SEE"), the operators will need to work together to ensure business hours are provided for all operators located within the establishment.

## HOW THE SCORE IS CALCULATED

Each personal service setting will begin with a score of 100 points. The inspector will deduct points based on the infractions observed during the inspection. An infraction occurs when the personal service setting fails to meet one of the compliance items listed in the section "COMPLIANCE ITEMS".

The Health Unit has divided the compliance items into 3 categories. The chart below lists the categories and the points deducted for each infraction.

CATEGORY	POINTS DEDUCTED
<b>Critical Infraction</b> <i>High potential risk of transmission of blood borne disease or other types of infections</i>	<b>15</b> Points
<b>Major Infraction</b> <i>Potential risk of transmission of blood borne disease or other types of infections</i>	<b>10</b> Points
<b>Minor Infraction</b> <i>Maintenance, cleanliness and other infractions</i>	<b>5</b> Points

For your reference, the compliance items found in the section "COMPLIANCE ITEMS" are divided into the categories listed above; critical, major and minor.

The list of compliance items also includes examples of infractions related to each compliance item. This list of examples can be used by operators to ensure they are fully aware of what an inspector is looking for during a compliance inspection. The list could also be used as a training tool for employees.

## WHAT THE SCORE MEANS

The person service setting operator will receive a pre-printed sign and must post the sign immediately. The sign **MUST** remain in place until the operator is authorized by the public health inspector to change the sign.

GRADE	DETAILS
<b>A=</b> Score of 90 to 100	Personal service setting operator must immediately post the pre-printed A letter grade sign until the next regular compliance inspection.
<b>B=</b> Score of 75 to 89	The personal service operator will immediately post the pre-printed sign with the B, C or D letter grade. Personal service operators will be given an opportunity to improve the grade before their next compliance inspection.
<b>C=</b> Score of 60 to 74	A public health inspector will conduct additional re-inspections in the following two (2) months. Two (2) re-inspections for a B grade and three (3) re-inspections for a C or D grade.
<b>D=</b> Score of 59 and below	If an acceptable level of compliance is maintained during the re-inspections, the personal service operator will receive a letter grade corresponding to the score of the final re-inspection. A new pre-printed sign will be provided and must be posted immediately and remain in place until the next compliance inspection.

## COMPLIANCE ITEMS

The compliance items listed in the following chart apply to ALL PERSONAL SERVICE SETTINGS.

It is important to emphasize that the infraction examples provided do not cover all infractions associated with each compliance item.

Operators are encouraged to call their inspector for review and feedback if they have a question about a specific situation.

### CRITICAL COMPLIANCE ITEMS -15 POINT DEDUCTION FOR INFRACTION

COMPLIANCE ITEM	INFRACTION EXAMPLES
<b>Single-use disposable instruments or equipment are not reused from client to client</b>	<ul style="list-style-type: none"> <li>• Used emery board is present at nail station</li> <li>• Pumice stones are reused</li> <li>• Rotary drill file is reused on more than one client</li> </ul>
<b>Critical items are provided sterile and maintained until point-of-use</b>	<ul style="list-style-type: none"> <li>• Sterile pouches are not opened in front of the client</li> <li>• Electrolysis needles are placed in needle holder before client is in the room</li> <li>• Micro-blade pen is assembled and/or removed from packaging before client is in the room</li> </ul>
<b>Autoclave is used in accordance with manufacturers recommendations and appropriate testing is conducted</b>	<ul style="list-style-type: none"> <li>• Biological monitoring is not conducted every 2 weeks</li> <li>• Temperature sensitive indicator is not present during each sterilization cycle</li> <li>• Record/log is not maintained on-site for each load</li> </ul>
<b>All reusable instruments or equipment are cleaned and then disinfected or sterilized between each use according to their classification</b>	<ul style="list-style-type: none"> <li>• Combs are not cleaned prior to being placed in Barbicide</li> <li>• Tweezers are disinfected with a low-level disinfectant (for example Barbicide)</li> <li>• Epilator tip is not disinfected with high level disinfectant</li> </ul>

## COMPLIANCE ITEMS - CONTINUED

CRITICAL COMPLIANCE ITEMS -15 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
Clean instruments are stored in a manner that prevents contamination until point-of-use	<ul style="list-style-type: none"> <li>• Clippers filled with hair are stored in a drawer with clean instruments</li> <li>• Dirty and clean combs are stored together</li> <li>• Dirty manicure/pedicure tools are not cleaned immediately and are stored with clean instruments</li> </ul>
Hand hygiene is performed as often as necessary and in such a manner as to remove visible soil and transient microorganisms from the hands	<ul style="list-style-type: none"> <li>• Waxing is performed without hand hygiene</li> <li>• Personal service worker moves from one client/service to the next without practicing hand hygiene</li> <li>• Client's hands are not cleaned before a nail procedure</li> <li>• Hand hygiene is not performed prior to putting on or after taking off gloves</li> </ul>
All products are dispensed in a manner that prevents contamination	<ul style="list-style-type: none"> <li>• The same applicator is dipped into the wax pot more than once</li> <li>• Powdered make-up is applied from its original container</li> <li>• The same nail brush is dipped more than once into a nail product (for example, gel/powder) that isn't nail polish</li> </ul>



## COMPLIANCE ITEMS - CONTINUED

MAJOR COMPLIANCE ITEMS - 10 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
The designated handwashing sink with proper fixtures is always available and equipped with required supplies	<ul style="list-style-type: none"> <li>• Dirty instruments are stored in handwashing sink</li> <li>• Paper towel or soap dispenser is empty or not present</li> <li>• A hair washing sink without proper fixtures (for example, taps) being used for hand washing</li> </ul>
Where a handwashing sink is unavailable, alcohol-based hand rub (hand sanitizer) is conveniently located wherever personal services are provided	<ul style="list-style-type: none"> <li>• No hand sanitizer is available at the nail station</li> <li>• No hand sanitizer available within the tattoo room</li> <li>• Hand sanitizer dispensers are empty</li> <li>• Hand sanitizer has expired</li> </ul>
Appropriate Personal Protective Equipment (PPE) is on-site, available and used as required	<ul style="list-style-type: none"> <li>• Gloves are not on-site where invasive procedures are provided</li> </ul>
Any part of the client's body receiving a service is clean and free from open wounds or visible infections	<ul style="list-style-type: none"> <li>• Ear lobe is not cleaned a second time with skin antiseptic after the spot is marked</li> <li>• Nail services are performed on a client with nail fungus</li> <li>• A client with inflamed skin (for example, acne, psoriasis, eczema) is tattooed</li> <li>• Eyelash extensions are applied when the eyes are infected/inflamed</li> </ul>
Reusable instruments are maintained in good condition	<ul style="list-style-type: none"> <li>• Nippers/nail clippers are rusted or pitted</li> <li>• Wooden foot paddle is missing protective layer/sealant</li> </ul>
Reprocessing sink is available and is equipped with liquid soap and a scrub brush maintained in a sanitary condition	<ul style="list-style-type: none"> <li>• No liquid soap is available</li> <li>• No scrub brush is available</li> <li>• Hair washing sink is unavailable for cleaning of instruments</li> <li>• Scrub brush used for cleaning is in poor condition</li> </ul>

## COMPLIANCE ITEMS - CONTINUED

MAJOR COMPLIANCE ITEMS - 10 POINT DEDUCTION FOR INFRACTION	
COMPLIANCE ITEM	INFRACTION EXAMPLES
Disinfectant used according to manufacturer's recommendations and instrument classification	<ul style="list-style-type: none"> <li>• Barbicide is not changed daily</li> <li>• Measuring cup is not on-site to ensure appropriate concentration is being achieved</li> <li>• Worker is unaware of how to properly mix bleach and water or other chemicals to achieve appropriate concentration for disinfection</li> <li>• Test strip (if applicable) is not on-site, ready for use</li> <li>• Expired disinfectant is on-site and is being used</li> </ul>
Reusable equipment or instruments that cannot be cleaned and disinfected or sterilized between each use are covered with single-use disposable covers	<ul style="list-style-type: none"> <li>• Clip cord cover is reused between clients</li> <li>• Tattoo machine cover is reused between clients or is not being used at all</li> </ul>
Appropriate intermediate-level disinfectant on-site to adequately disinfect equipment or instruments after an accidental exposure	<ul style="list-style-type: none"> <li>• Crochet hooks that have broken the skin are disinfected in low-level disinfectant (for example, Barbicide)</li> </ul>
Environmental surfaces where personal services are being provided are smooth, impermeable and are cleaned and disinfected according to their classification	<ul style="list-style-type: none"> <li>• The pillow case during a service is not changed between clients</li> <li>• Counters used to prepare materials, equipment or instruments for critical or semi-critical procedures are not cleaned and disinfected between clients</li> <li>• The nail table is not cleaned and disinfected after each client</li> <li>• The client bed/table used for service is cracked</li> </ul>
A CSA approved BIOHAZARD sharps container is provided and properly used where required for the disposal of sharps	<ul style="list-style-type: none"> <li>• Hair thinning razors are not disposed of in the approved BIOHAZARD sharps container</li> <li>• BIOHAZARD sharps container is filled beyond the indicated full line</li> <li>• Barbering razors used for shaving clients are not disposed of in an approved BIOHAZARD sharps container after each client</li> </ul>
Unscheduled inspection conducted	<ul style="list-style-type: none"> <li>• Personal service setting operator does not keep regular business hours and inspection could only be completed by appointment</li> </ul>

## COMPLIANCE ITEMS - CONTINUED

### MINOR COMPLIANCE ITEMS - 5 POINT DEDUCTION FOR INFRACTION

COMPLIANCE ITEM	INFRACTION EXAMPLES
Once used, single-use disposable instruments or equipment are disposed of or are taken off-site by the client	<ul style="list-style-type: none"> <li>• Emery boards/nail files are stored on-site, labelled with client's name</li> </ul>
Clean towel or single-use disposable neck strip is used under reusable cape for each client	<ul style="list-style-type: none"> <li>• Hair cape is reused from client to client without a towel or neck strip beneath</li> </ul>
Tattoo is covered with a hypoallergenic dressing or bandage intended for covering wounds	<ul style="list-style-type: none"> <li>• Plastic wrap is used to cover the tattoo</li> <li>• Meat packing material is used to cover tattoo</li> <li>• Tattoo is not covered after service</li> </ul>
Floors, walls and ceilings are made from an impermeable material, in good repair and maintained in a sanitary manner	<ul style="list-style-type: none"> <li>• Carpeted floors found in service areas</li> <li>• Stained or damaged ceiling tiles observed</li> <li>• Missing/broken floor tiles observed</li> </ul>
Washrooms are kept clean and equipped with the required supplies	<ul style="list-style-type: none"> <li>• Washrooms are not equipped with liquid hand soap in a dispenser</li> <li>• A reusable hand towel is used for hand drying</li> </ul>
Appropriate written procedures for reprocessing equipment are posted in accordance with the inspector's request	<ul style="list-style-type: none"> <li>• A written procedure for cleaning and disinfecting foot thrones is not available as requested by the inspector</li> </ul>
Accurate client records are kept for skin invasive procedures	<ul style="list-style-type: none"> <li>• Client record is missing date of procedure</li> <li>• Client record is missing the client's telephone number</li> <li>• Client's record is missing the lot number and expiry date of prepackaged sterile equipment (for example, tubes, grips, needles, needle cartridges)</li> <li>• Aftercare instructions are not provided</li> </ul>

## COMPLIANCE ITEMS - CONTINUED

### MINOR COMPLIANCE ITEMS - 5 POINT DEDUCTION FOR INFRACTION

COMPLIANCE ITEM	INFRACTION EXAMPLES
<p><b>Accurate records are kept for accidental exposures</b></p>	<ul style="list-style-type: none"> <li>• No accidental exposure record found on-site within a hair salon where a client was nipped with scissors</li> <li>• No accidental exposure record found on-site where a client was nipped with a nail clipper or nipper</li> <li>• Accidental exposure log is missing client's phone number</li> <li>• No accidental exposure log found on-site</li> </ul>
<p><b>Accurate records are kept for sterilization and/or disinfection</b></p>	<ul style="list-style-type: none"> <li>• Daily logs for Barbicide and other disinfectants are not maintained</li> <li>• Disinfection log is missing the date when prepared and discarded</li> <li>• Sterilization record is missing the date and time of use</li> </ul>
<p><b>Personal service worker health and hygiene are satisfactory</b></p>	<ul style="list-style-type: none"> <li>• Personal service worker appears ill while working</li> <li>• Personal service worker is wearing soiled clothing while providing services</li> </ul>
<p><b>No personal items are kept in the area where personal services are provided</b></p>	<ul style="list-style-type: none"> <li>• Personal wax pot kept on-site</li> <li>• Personal emery board at a nail station</li> </ul>
<p><b>Any food and/or beverage offered to the client is prepared/dispensed according to food safety best practices</b></p>	<ul style="list-style-type: none"> <li>• Reusable mugs are used on-site by clients without on-site access to a 3-compartment sink or approved dishwasher</li> <li>• Fridge thermometer is not present</li> </ul>

## PUTTING IT ALL TOGETHER

The following examples illustrate some common scenarios observed by inspectors and how the score would be calculated.

### Example 1

THE INSPECTOR OBSERVES	COMPLIANCE ITEM AND INFRACTION	INFRACTION CATEGORY	POINT DEDUCTION
Barbicide jar dirty with hair and white flakes	<p><b>Compliance Item:</b> All reusable instruments or equipment are cleaned and then disinfected or sterilized between each use according to their classification</p> <p><b>Infraction:</b> Failure to clean and disinfect reusable instruments or equipment according to their classification</p>	Critical Infraction	15
No records for accidental exposures/cuts on-site	<p><b>Compliance Item:</b> Accurate records are kept for accidental exposures</p> <p><b>Infraction:</b> Failure to keep records of accidental exposures</p>	Minor Infraction	5

This personal service setting would receive a score of 80 (100-15-5); a B letter grade. A green sign displaying the letter B must be posted. The personal service operator will be given an opportunity to improve the grade before their next compliance inspection. A public health inspector will conduct two (2) additional re-inspections in the following two (2) months. If an acceptable level of compliance is maintained during the two (2) re-inspections, the personal service operator will receive a letter grade corresponding to the score of the second re-inspection. A new pre-printed sign will be provided and must be posted immediately and remain in place until the next compliance inspection.

### Example 2

THE INSPECTOR OBSERVES	COMPLIANCE ITEM AND INFRACTION	INFRACTION CATEGORY	POINT DEDUCTION
Meat packing or Saran Wrap to cover tattoos	<p><b>Compliance Item:</b> Tattoo is covered with a hypoallergenic dressing or bandage intended for covering wounds</p> <p><b>Infraction:</b> Failure to cover tattoo with a dressing or bandage intended for covering wounds</p>	Minor Infraction	5
No alcohol-based hand rub (hand sanitizer) located within room where tattooing is taking place	<p><b>Compliance Item:</b> Where a handwashing sink is unavailable, alcohol-based hand rub (sanitizer) is conveniently located wherever personal services are provided</p> <p><b>Infraction:</b> Failure to provide alcohol-based hand rub (sanitizer) in a convenient location when a hand sink is not available</p>	Major Infraction	10

This personal service setting would receive a score of 85 (100-5-10); a B letter grade. A green sign displaying the letter B must be posted. The personal service operator will be given an opportunity to improve the grade before their next compliance inspection. A public health inspector will conduct two (2) additional re-inspections in the following two (2) months. If an acceptable level of compliance is maintained during the two (2) re-inspections, the personal service operator will receive a letter grade corresponding to the score of the second re-inspection. A new pre-printed sign will be provided and must be posted immediately and remain in place until the next compliance inspection.

### Example 3

THE INSPECTOR OBSERVES	COMPLIANCE ITEM AND INFRACTION	INFRACTION CATEGORY	POINT DEDUCTION
Used nail files at work stations	<p><b>Compliance Item:</b> Single-use disposable instruments or equipment are not reused from client to client</p> <p><b>Infraction:</b> Failure to dispose of single-use disposable equipment immediately after use</p>	Critical Infraction	15
Measuring cup is not on-site to ensure appropriate concentration of disinfectant is being achieved	<p><b>Compliance Item:</b> Disinfectant is used according to manufacturer's recommendation and instrument classification</p> <p><b>Infraction:</b> Failure to use disinfectant according to manufacturer's recommendation</p>	Major Infraction	10
Wooden foot paddle missing protective layer/sealant	<p><b>Compliance Item:</b> Reusable instruments are maintained in good condition</p> <p><b>Infraction:</b> Failure to ensure that reusable instruments or equipment are maintained in good condition</p>	Major Infraction	10

This personal service setting would receive a score of 65 (100-15-10-10); a C letter grade. A yellow sign displaying the letter C must be posted. The personal service operator will be given an opportunity to improve the grade before their next compliance inspection. A public health inspector will conduct three (3) additional re-inspections in the following two (2) months. If an acceptable compliance level is maintained during the three (3) re-inspections, the personal service operator will receive a letter grade corresponding to the score of the third inspection. This new pre-printed sign must be posted immediately and must remain in place until the next compliance inspection.

#### Example 4

THE INSPECTOR OBSERVES	COMPLIANCE ITEM AND INFRACTION	INFRACTION CATEGORY	POINT DEDUCTION
Clippers filled with hair are stored at the work station	<b>Compliance Item:</b> All reusable instruments or equipment are cleaned and then disinfected or sterilized between each use according to their classification <b>Infraction:</b> Failure to clean and disinfect reusable instruments or equipment according to their classification	Critical Infraction	15
Clean instruments stored in a drawer filled with hair	<b>Compliance Item:</b> Clean instruments are stored in a manner that prevents contamination until point of use <b>Infraction:</b> Failure to store clean instruments in a manner that prevents contamination	Critical Infraction	15

This personal service setting would receive a score of 70 (100-15-15); a C letter grade. A yellow sign displaying the letter C must be posted. The personal service operator will be given an opportunity to improve the grade before their next compliance inspection. A public health inspector will conduct three (3) additional re-inspections in the following two (2) months. If an acceptable compliance level is maintained during the three (3) re-inspections, the personal service operator will receive a letter grade corresponding to the score of the third inspection. This new pre-printed sign must be posted immediately and must remain in place until the next compliance inspection.

## DEALING WITH A HEALTH HAZARD

Public health inspectors have the discretion to close a personal service setting should they determine that a health hazard exists. To protect the safety of the public, the public health inspector has this authority to act under section 13 of the Health Protection and Promotion Act (<http://bit.ly/healthPPA>).

The closure will remain in effect until the public health inspector is satisfied that the health hazard has been eliminated.

The personal service setting will be required to post a RED closure sign until it is re-opened.

When the personal service setting is re-opened, the initial grade will be D.

However, the personal service setting operator will be given an opportunity to improve the grade, as listed above under, "What the Score Means".



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**Please ask to speak with  
a public health inspector**

**[TBDHU.COM/BodyWise](http://TBDHU.COM/BodyWise)**

