



Infection Prevention and Control (IPAC) Lapse Report

Initial Report

Premise/facility under investigation:

Be Her Nails

Address:

2-475 Westney Road North, Ajax ON L1T 3H4

Type of premise/facility: Personal Service Settings

IPAC Lapse Details

Date board of health became aware of potential IPAC lapse: 2025-05-05

Date IPAC lapse was linked to premise/facility: 2025-05-07

Date of initial report posting: 2025-05-13

How the potential IPAC lapse was identified: Complaint

Summary description of the IPAC lapse:

- Hand hygiene not performed by staff or clients prior to service with an adequate hand hygiene supplies not provided.
- Observed tools/equipment/ surfaces and workstations in an unsanitary manner and improperly cleaned and disinfected.
- Observed products dispensed in a manner that contaminated the product. Paraffin wax observed with debris.
- Observed nail implement in poor repair.
- Observed items improperly stored.
- Disinfectants not prepared, maintained nor discarded daily or as frequently, as required.
- Observed inadequate disinfectant supplies.
- Observed single-use items not discarded immediately after each client.

IPAC Lapse Investigation

Did the IPAC lapse involve a member of a regulatory college? No

Concise description of the corrective measures required:

- Operator to perform hand hygiene before and after service delivery and as often as necessary
- Operator to ensure client's hands and/or feet are cleaned with soap and water prior to the procedure
- Operator to ensure premise is maintained in a clean and sanitary manner
- Operator to clean and disinfect all work and/or contact surfaces after each client.
- Operator to properly clean and disinfect all reusable implements and equipment after each use.
- Operator to store and dispense products in a manner to prevent from contamination.
- Operator to ensure all implements and equipment are maintained in good repair.
- Operator to provide and use an appropriate detergent solution to clean reusable items and/or equipment.
- Operator to prepare, maintain, and discard solution according to the manufacturer's instructions (e.g. expired products).
- Operator to discard all single-use items immediately after each use, and not reuse or share between clients.

Date any order(s) or directive(s) were issued to the owner/operator:

2025-05-07, 2025-05-09

Final Report

Date of final report posting: 2025-05-13

Brief description of corrective measures taken: Inspections were conducted, and education provided.

Date all corrective measures were confirmed: 2025-05-12

Final Report Comments and Contact Information

Any additional comments: Operator education provided.

If you have any further questions, please contact the Durham Health Connection Line:

Telephone: 1-800-841-2729, or [email](#) us.