



# Infection Prevention and Control (IPAC) Lapse Report

## Initial Report

Premise/facility under investigation:

Soft Touch Spa and Hair

Address:

2-336 Rossland Road East, Ajax ON L1Z 0L9

Type of premise/facility: Personal Service Settings

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### IPAC Lapse Details

Date board of health became aware of potential IPAC lapse: 2024-09-19

Date IPAC lapse was linked to premise/facility: 2024-09-20

Date of initial report posting: 2024-09-26

How the potential IPAC lapse was identified: Complaint

Summary description of the IPAC lapse:

Observed furniture made of absorbent material. Observed furniture, floors, and walls not in good repair. Observed surfaces/equipment in an unsanitary manner. Observed tools/equipment/ surfaces/ workstations, and linens improperly cleaned, disinfected, and/or laundered. Adequate hand hygiene supplies not provided. Hand sanitizer did not have appropriate alcohol content or Drug Identification Number (DIN)/Natural Product Number (NPN). Service not excluded to clients with visible skin infection. Observed implements and items improperly stored. Disinfectants not prepared as per manufacturer's instructions. Observed inadequate cleaning supplies. Observed no dedicated equipment cleaning sink. Contact information not obtained of person seeking personal service. Completed accidental exposure records not available on-site. Observed single-use items not discarded immediately after each client.

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### IPAC Lapse Investigation

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

Concise description of the corrective measures required:

- Operator to ensure all floors, walls, and furniture are kept in good repair and made of durable, smooth, non-absorbent, and easy to clean material.

- Operator to ensure all surfaces, and linens are kept clean and in a sanitary manner.
- Operator to properly clean and disinfect all surfaces that come into contact with client after each use.
- Operator to ensure a dedicated equipment cleaning sink with continuous, potable, hot and cold running water, under pressure is provided.
- Operator to ensure handwashing sinks are provided with continuous, potable, hot and cold running water, under pressure, and single-service hand drying products or a hot air dryer.
- Operator to ensure hand sanitizer contains a DIN or NPN and is between 70-90% alcohol content.
- Operator to store items in clean, covered containers.
- Operator must apply disinfectants for the proper contact time as per the manufacturer's instructions.
- Operator to prepare disinfectants as per the manufacturer's instructions.
- Operator to clean reusable implements by using a clean, dedicated brush with detergent and water and friction to remove debris prior to disinfection.
- Operator to properly clean and disinfect all reusable implements/ tools after each client.
- Operator to ensure all implements are properly disinfected with an appropriate level of disinfectant.
- Operator to keep accidental exposure records on-site for 1 year and readily available in a secure location for at least 2 years thereafter.
- Operator must obtain contact information of person seeking personal service.
- Operator to discard all single-use items immediately after each use, and not reuse or share between clients.
- Operator to exclude service to clients with skin that has cuts, wounds, rash, fungus, or visible skin disease.

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

2024-09-20, 2024-09-25, and 2024-11-18

## Final Report

Date of final report posting: 2024-11-19

Brief description of corrective measures taken: Inspections were conducted. Confirmed operator corrected all items noted above.

Date all corrective measures were confirmed: 2024-11-18

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### 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.