



Infection Prevention and Control (IPAC) Lapse Report

Initial Report

Premise/facility under investigation:

Soft Touch Spa and Hair

Address:

Unit #2 - 336 Rossland Rd E., Ajax, ON L1Z 0L9

Type of premise/facility: Personal Service Settings

IPAC Lapse Details

Date board of health became aware of potential IPAC lapse: 2023-07-25

Date IPAC lapse was linked to premise/facility: 2023-08-02

Date of initial report posting: 2023-08-15

How the potential IPAC lapse was identified: Complaint

Summary description of the IPAC lapse:

Observed equipment and surfaces to be dirty, in poor repair, and/or not being properly cleaned and disinfected/sterilized. Observed waste not removed in a timely manner. Observed improper reprocessing sink and area. Observed single-use items not discarded immediately after each client use. Tools used to dispense facial products stored in a manner that doesn't prevent contamination of the product. Observed clean single-use items stored with dirty implements. Observed expired disinfectant wipes and disinfectant solution improperly prepared. Observed wax dispensed in a manner that contaminated the product. Observed contaminated baby powder. There were no laser hair removal after-care instructions available for clients. Operator could not demonstrate the appropriate process after an accidental blood or bodily fluid exposure. Also, accidental blood and body fluid exposures records were not available on-site.

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 surfaces and equipment are kept in good repair, clean, and in a sanitary manner
- Operator to ensure to remove waste as often as necessary

- Operator to provide a designated reprocessing sink and area as well as ensure equipment cleaning sink is capable of immersing largest piece of reusable equipment
- Operator to clean and then disinfect all contact surfaces after each client
- Operator to dispense products in a manner to prevent from contamination
- Operator to store all clean implements in a manner to prevent from contamination
- Operator to ensure Barbicide disinfectant solution is discarded daily or sooner if visibly contaminated
- Operator to ensure implements are fully immersed in the disinfectant solution
- Operator to ensure disinfectants are not used beyond the expiry date
- Operator to clean reusable implements by using a clean, dedicated brush with detergent, water, and friction to remove debris prior to disinfection
- Operator to discard all single-use items immediately after each use, and not reuse or share between clients
- Operator to properly clean, then disinfect and/or sterilize all reusable implements or equipment
- Operator to ensure all implements are properly disinfected with an appropriate level of disinfectant
- Operator to keep a record of all accidental blood and/or body fluid exposures
- Operator to ensure that reusable tools that have contact with blood or body fluids are cleaned then disinfected with the appropriate level of disinfectant
- Operator to ensure aftercare instructions are provided to all clients for laser hair removal services

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

2023-08-02, 2023-08-04, 2023-08-08, 2023-08-10 and 2023-09-12

Final Report

Date of final report posting: 2023-09-18

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

Date all corrective measures were confirmed: 2023-09-12

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.