



## Ottawa Public Health Infection Prevention and Control Lapse Report

### Robillard Hearing Centres 2017/03/23

Initial Report	
Premise/facility under investigation (name and address)	Robillard Hearing Centres 1934 St. Joseph Blvd
Type of premise/facility: (E.g. clinic, personal services setting)	Hearing Centre
Date Board of Health became aware of IPAC lapse	2017/03/23
How the IPAC lapse was identified	MOL received a complaint, which they forwarded to Ottawa Public Health
Summary Description of the IPAC Lapse	Reprocessing of single-use items – immittance tips, ear syringes, and ear speculum
	Personal Protective Equipment (PPE) was not available for staff use Soap/water or alcohol based hand gel was not available at point of care Expired environmental cleaning product identified

IPAC Lapse Investigation	
Did the IPAC lapse involve a member of a regulatory college?	No
Were any corrective measures recommended and/or implemented?	Single use items must not be reprocessed PPE must be available for staff ABHG must be accessible at point of care Approved low-level disinfectant for environmental cleaning is to be available
Date any order(s) or directive(s) were issued to the owners/operators (if applicable)	2017/03/23

## Initial Report Comments and Contact Information

Any Additional Comments  
(Do not include any personal information or personal health information)

Computer-based training websites reviewed during inspection

If you have any further questions, please contact:

Name

Brenda MacLean

Title

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## Final Report

Date of Final Report Update(s)  
(if applicable) (yyyy/mm/dd)

2017/03/30

Date all corrective measures were confirmed to have been completed

2017/03/30

Brief description of corrective measures taken

Reprocessing will not be done at this location. Robillard Hearing agreed to notify Ottawa Public Health prior to initiating reprocessing at this location. PPE is available to staff. ABHG is located at point of care. Approved low-level surface cleaner available at point of care.

## Final Report Comments and Contact Information

"Any Additional Comments  
(Do not include any personal information or personal health information)"

IPAC policy and procedures are being developed. IPAC resources provided to company representative.

**If you have any further questions, please contact:**

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