



Infection Prevention and Control Lapse Report

Gorgeous Brows and Lashes - Innes Road

Initial Report

Premise/facility under investigation

Gorgeous Brows and Lashes
3900 Innes Rd
Ottawa ON K1W 1K9

Type of premise/facility

Personal service setting

Date Board of Health became aware of IPAC lapse

2024-12-04

Date of Initial Report posting

2019-12-18

Date of Initial Report update(s)

2024-12-18

How the IPAC lapse was identified

On December 04, 2024, the Ottawa Public Health became aware of a possible Infection Prevention and Control (IPAC) lapse as a result of observations made during a site visit to your premise.

Summary Description of the IPAC Lapse

- Cleaning and disinfection of reusable equipment/tools was inadequate, used and clean equipment was not appropriately separated, and used equipment have been reused without adequate cleaning and disinfection in between.
- Cleaning and disinfection of reusable equipment/tools was not conducted in accordance with the Infection Prevention and Control requirements set out in Ontario Regulation 136/18 and the best practice standards as per Personal Service Settings “Public Health Ontario: Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition, July 2019”.
- Single-use equipment was not discarded after each use and have been reused.

IPAC Lapse Investigation

Did the IPAC lapse involve a member of a regulatory college?

No

If yes, was the issue referred to the regulatory college?

N/A

Were any corrective measures recommended and/or implemented?

The personal service setting is to ensure that:

- Single use items are discarded immediately after use.
- Single use items are not reused.
- Used equipment is cleaned and disinfected after each use.
- Ensure staff are knowledgeable and practicing consistent procedures for cleaning and disinfection of reusable equipment.

Please provide further details

- Corrective measures were implemented, and education provided 2024/12/04.
- Initial re-inspection was completed on December 06th, and it was confirmed that the operator started to implement requirements of the Ontario Regulation 136/18 Personal Service Settings and the best practice standards as per Personal Service Settings “Public Health Ontario: Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition, July 2019”.

Date any order(s) or directive(s) were issued to the owners/operators (if applicable)

2024-12-04, Verbal Closure Order issued under Section 13 of the Health Protection and Promotion Act.

2024-12-04, Written Closure order was issued under Section 13 of the Health Protection and Promotion Act.

2024-12-06, Verbally the Section 13 Order under the Health Protection and Promotion Act, dated December 4, 2024, is rescinded (no longer in effect).

2024-12-09, Written copy issued of the Section 13 Order under the Health Protection and Promotion Act, dated December 4, 2024, is rescinded (no longer in effect).

Initial Report Comments and Contact Information

Any Additional Comments

Re-inspection will be completed to ensure ongoing compliance of the Ontario Regulation 136/18 Personal Service Settings and the best practice standards as per Personal Service Settings “Public Health Ontario: Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition, July 2019”.

Final Report

Date of Final Report posting:

2025-02-27

Date of Final Report Update(s)

N/A

Date all corrective measures were confirmed to have been completed

Reinspection conducted 2024-12-06 and 2024-12-23 and all corrective measures were confirmed to have been completed.

Brief description of corrective measures taken

- Used equipment is cleaned and disinfected after each use.
- Staff demonstrated appropriate cleaning and disinfection practices.
- Disinfectants meet appropriate concentrations.
- Single use items are discarded after use.

Final Report Comments and Contact Information

Any Additional Comments

Public service announcement was issued on Tuesday January 28 by Ottawa Public Health (OPH) alerting the public about potential exposure to blood-borne infections for individuals who received a manual facial with use of a comedone extractor with lancet (used to remove blackheads and treat clogged pores).

[Potential exposure to blood-borne infections for some clients of Gorgeous Brows and Lashes Beauty Salon | City of Ottawa](#)

If you have any further questions, please contact:

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For general updates regarding this investigation, continue to monitor this report.

The results of routine inspections are posted on the [Ottawa Public Health Disclosure website](#).