



Infection Prevention and Control (IPAC) Lapse Report

Initial Report

Premise/facility under investigation:

Pillar Studios

Address:

71 Fiesta Way, Whitby ON L1P 1Y5

Type of premise/facility: Personal Service Settings

IPAC Lapse Details

Date board of health became aware of potential IPAC lapse: 2024-09-16

Date IPAC lapse was linked to premise/facility: 2024-09-17

Date of initial report posting: 2024-09-26

How the potential IPAC lapse was identified: Complaint

Summary description of the IPAC lapse:

Observed furniture in poor repair. Observed surfaces and storage containers made of absorbent material. Observed tools/equipment/ surfaces/ workstations improperly cleaned, and disinfected. Hand hygiene not performed by staff and adequate hand hygiene supplies not provided. Observed barbering implements and items improperly stored. Observed hair products dispensed in a manner that contaminated the product. Chemical containers not labelled. Disinfectants not prepared as per manufacturer's instructions. Observed surfaces and disinfectant with an accumulation of debris. Completed accidental exposure records not available on-site. 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 ensure all furniture, surfaces, and storage containers are made of durable, smooth, non-absorbent, and easy to clean material and kept in good repair.
- Operator to ensure all surfaces 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 must remove waste as often as necessary for sanitary operation and maintenance of facility.
- Operator to ensure proper hand hygiene is performed between clients.
- Operator to ensure a 70-90% alcohol-based hand sanitizer is provided within reach wherever personal services are provided.
- Operator to store items in clean, covered containers.
- Operator to dispense products in a manner to prevent from contamination.
- Operator to ensure chemical containers are properly labelled.
- 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 ensure implements are fully immersed in the disinfectant solution.
- Operator to properly clean and disinfect all reusable barbering implements after each client.
- 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 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:

2024-09-17, 2024-09-20, 2024-09-26

Final Report

Date of final report posting: 2024-09-26

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

Date all corrective measures were confirmed: 2024-09-26

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.