

### Initial Report

#### Premises/Facility under investigation (name and address)

Lu Dream Head Spa  
204-139 Main Street Unionville  
Markham, Ontario L3R 2G6

#### Type of Premises/Facility

Personal Service Setting

<b>Date Board of Health became aware of IPAC lapse (yyyy/mm/dd)</b>	<b>Date of Initial Report posting (yyyy/mm/dd)</b>
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2024/07/26

2024/08/16

<b>Date of Initial Report update(s) (if applicable) (yyyy/mm/dd)</b>	<b>How the IPAC lapse was identified</b>
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Referral

#### Summary Description of the IPAC Lapse

- Reusable equipment (i.e., recirculating system and “halo” water ring/spraying system) used in the provision of personal services to clients were not cleaned and disinfected following the most current IPAC practices that are in accordance with the “Public Health Ontario: Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition, July 2019”.
- Bacteriological water samples obtained from all operational hair washing stations revealed microbial counts above the acceptable limits, as per Public Health Ontario’s Public Health Inspector’s Guide to Environmental Microbiology Testing, August 2021.

IPAC Lapse Investigation	Yes	No	N/A	Please provide further details/steps
Did the IPAC lapse involve a member of a regulatory college?	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
If yes, was the issue referred to the regulatory college?	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Were any corrective measures recommended and/or implemented?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Please provide further details/steps	<b>Corrective measures for Premises/Facility:</b> <ul style="list-style-type: none"> <li>Cease providing hairdressing services using the hair washing station recirculation system and “halo” water ring/spraying system.</li> <li>Decontaminate all hair washing stations, associated recirculation systems, and “halo” water ring/spraying system according to manufacturer’s instructions for use. In the absence of manufacturer’s instructions for use, equipment is to be maintained as directed by the Medical Officer of Health/Public Health Inspector.</li> <li>Clean and disinfect all reusable equipment used in the provision of personal services to clients following the most current IPAC practices that are in accordance with the “Public Health Ontario: Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition, July 2019”.</li> <li>Obtain bacteriological water samples with satisfactory results from the recirculating system and “halo” water ring/spraying system of all hair washing stations.</li> </ul>			

**Infection Prevention and Control Lapse Report**

- Implement routine monitoring of bacteriological water quality of the recirculating system and “halo” water ring/spraying system.

**Date any order(s) or directive(s) were issued to the owner/operator (if applicable) (yyyy/mm/dd)**

2024/07/26

**Initial Report Comments:**

Verbal Order was issued on July 26, 2024, ordering operator to cease providing hairdressing services using the hair washing station recirculation system and “halo” water ring/spraying system and to correct conditions, followed up with a written Order on August 2, 2024.

**Any additional Comments: (Please do not include any personal information or personal health information)**

If you have any further questions, please contact:

Health Connection

Telephone Number

1-800-361-5653

Email Address

[Health.inspectors@york.ca](mailto:Health.inspectors@york.ca)**Final Report****Date of Final Report posting (yyyy/mm/dd)**

2025/04/25

**Date any order(s) or directive(s) were issued to the owner/operator (if applicable) (yyyy/mm/dd)****Brief description of corrective measures taken****Date of all corrective measures were confirmed to have been completed (yyyy/mm/dd)****Final Report Comments and Contact Information****Any Additional Comments: (Please do not include any personal information or personal health information)**

Operator has been instructed to contact Public Health prior to resuming the provision of hairdressing services using the hair washing station recirculation system and “halo” water ring/spraying system.

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