

ORDER OF AN EXECUTIVE OFFICER NOTICE OF CLOSURE

To: **A Plus Nails Inc.
Kong Ngo
Thi Thu Lanh Ngo
Minh Bach Nguyen
“the Owner”**

RE: The personal services facility located in St. Albert, Alberta and municipally described as:
A Plus Nails - 420 - 860 St. Albert Trail, T8N 7V2

WHEREAS I, an **Executive Officer of Alberta Health Services**, have inspected the above noted premises pursuant to the provisions of the Public Health Act, RSA 2000, c. P-37, as amended;

AND WHEREAS such inspection disclosed that the following conditions exist in and about the above noted premises which are or may become injurious or dangerous to the public health or which might hinder in any manner the prevention or suppression of disease, namely:

- a. The facility did not have an approved high-level disinfectant available at the time of inspection. Semi-critical instruments, including nail clippers and nippers, were observed to be soaking in a low-level disinfectant.
- b. Operator was observed using the same nail clippers on two separate clients without cleaning and disinfecting between clients.
- c. Pedicure footbaths were being disinfected using a low-level disinfectant. Operators were observed spraying the product onto footbath surfaces and immediately wiping it off, without allowing the required minimum 10-minute wet contact time as per manufacturer's instructions.
- d. Written procedures were not available at time of inspection.

AND WHEREAS such inspection disclosed that the following breaches of the Public Health Act and the Personal Services Regulation, Alberta Regulation 1/2020 and the Personal Services Standards there under exist in and about the above noted premises, namely:

- a. The facility did not have an approved high-level disinfectant available at the time of inspection. Semi-critical instruments, including nail clippers and nippers, were observed soaking in a low-level disinfectant. This is in contravention of **Section 3.26 of the Personal Services Standards**, which states that, *“Equipment classified as semi-critical must be cleaned and disinfected using, at a minimum, a high-level disinfectant.”*
- b. Operator was observed using the same nail clippers on two separate clients without cleaning and disinfecting between clients. This is in contravention of **Sections 3.8 of the Personal Services Standards**, which states that, *“All equipment intended for reuse between clients must be classified into one of the following classes: Non-Critical ... Semi-Critical – Equipment that comes into contact with mucous membrane or non-intact skin, but is not intended to puncture either of them. ... or Critical.”* This is also in contravention of **Section 3.26 of the Personal Services Standards**, which states that, *“Equipment*

classified as semi-critical must be cleaned and disinfected using, at a minimum, a high-level disinfectant.”

- c. Pedicure footbaths were being disinfected using a low-level disinfectant. Operators were observed spraying the product onto footbath surfaces and immediately wiping it off, without allowing the required minimum 10-minute wet contact time as per manufacturer’s instructions. This is in contravention of **Section 3.28 of the Personal Services Standards**, which states that, *“Personal services workers must follow all disinfectant manufacturer’s instructions, including those for contact time, reuse period, diluting and mixing, storage, and rinsing of equipment after disinfection.”*
- d. Written procedures were not available at time of inspection. This is in contravention of **Sections 1.5.1, 1.5.3, and 1.5.4 of the Personal Services Standards**, which state that, *“The operator must ensure that facility-specific written procedures are established that describe steps for ... the cleansing of skin and mucous membrane and the application of antiseptic products; client care in the event of an accidental skin cut or puncture; ... [and] decontamination of any sink that will be used for both handwashing and equipment reprocessing.”*

AND WHEREAS, by virtue of the foregoing, the above noted premises are hereby declared to be **Closed**.

NOW THEREFORE, I hereby **ORDER** and **DIRECT**:

1. That the Owner immediately close the above noted premises.
2. That the Owner immediately undertake and diligently pursue the completion of the following work in and about the above noted premises, namely:
 - a. Obtain a high-level disinfectant for disinfection of semi-critical instruments. Should the operator wish to reuse the disinfectant beyond a single usage, appropriate test strips and daily records of testing are required.
 - b. Clean and disinfect all semi-critical tools in the facility after obtaining the high-level disinfectant and follow the high-level disinfectant manufacturer's instructions for use.
 - c. Immediately cease reuse of any semi-critical instruments without cleaning and disinfecting between clients.
 - d. Clean and disinfect all footbaths in the facility using the proper contact time and follow the low-level disinfectant manufacturer’s instructions for use.
 - e. Complete all relevant written procedures and submit for review by an Executive Officer.
3. That until such time as the work referred to above is completed to the satisfaction of an Executive Officer of Alberta Health Services; the above noted premises shall remain closed.

The above conditions were noted at the time of inspection and may not necessarily reflect all deficiencies. You are advised that further work may be required to ensure full compliance with the Public Health Act and regulations, or to prevent a public health nuisance.

DATED at St. Albert, Alberta, April 15, 2026.

Confirmation of a verbal order issued to Kong Ngo on April 13, 2026.

Executive Officer
Alberta Health Services

You have the right to appeal

A person who a) is directly affected by a decision of a Regional Health Authority, and
 b) feels himself aggrieved by the decision

may appeal the decision by submitting a Notice of Appeal form within ten (10) days after receiving the order to:

Public Health Appeal Board
c/o Central Reception
Main Floor, ATB Place North Tower
10025 Jasper Avenue NW
Edmonton, Alberta, T5J 1S6
Phone: 780-222-5186
Fax: 780-422-0914
Email: HealthAppealBoard@gov.ab.ca
Website: <https://www.alberta.ca/public-health-appeal-board.aspx>

A Notice of Appeal form may be obtained by contacting the Public Health Appeal Board or visiting their website.

Health Legislation, Regulations and Standards

Electronic versions of the Public Health Act and Regulations are available at the Alberta King's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or <https://www.alberta.ca/alberta-kings-printer.aspx>.

Health Legislation and regulations are available for purchase. Please contact Alberta King's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or <https://www.alberta.ca/alberta-kings-printer.aspx>.

Copies of standards are available by visiting: <https://www.alberta.ca/health-standards-and-guidelines.aspx>