

ORDER OF AN EXECUTIVE OFFICER NOTICE OF CLOSURE

To: Larisa Bondarenko
"the Owner"

RE: The personal services facility located in Calgary, Alberta and municipally described as:
Russian Lips Calgary
3016 Morley Trail NW

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. Needles that were found on-site had been removed from their original, sterile packaging and were placed on the medical tray stained with blood, indicating that needles may have not been sterile until the point of use.
- b. A needle found in the cabinet was noticeably dirty. No effort was made to discard it.
- c. Some of the needles on-site did not have instructions to indicate that they were for single use only. These needles had no manufacturer's information on-site to verify their intended use.
- d. Cotton pads and the medical tray with reusable and pre-sterilized equipment were contaminated with blood. Contaminated supplies and equipment from previous services were not discarded or cleaned and disinfected before the next client.
- e. Reusable towels were being used in the bathroom for drying hands after handwashing.
- f. A high-level disinfectant was not available to disinfect equipment that may come in contact with blood.
- g. There was an expired product on-site that the operator indicated that was for allergic reactions.
- h. Neuromodulators injection products were being used without a DIN (Drug Identification Number) or a MDL (Medical Device License). Their safety and efficacy have not been reviewed by Health Canada to ensure they are safe.
- i. A reprocessing area was not available for cleaning and disinfecting semi-critical equipment.
- j. There were no written procedures for cleansing of skin, application of antiseptic products and post service care for personal services that involve puncturing of the skin or mucous membrane.
- k. The operator did not submit a Personal Service Notification form to Alberta Health Services prior to providing personal services. The facility had equipment which was not consistent with the provision of the services stated to be offered.
- l. The service area for invasive procedures shared the same space as residential use and another home-based personal service business without physical separation.

- m. Client records including client contact information for personal services were not maintained. Sterility assurance documentation from critical equipment purchased as sterile were not kept with client records.
- n. The facility did not have a puncture resistant container for the safe disposal of sharps.
- o. The bathroom where hand hygiene was performed was disorganized with personal items.
- p. The service area did not have adequate storage for equipment and supplies. Personal belongings and items that were no longer being used were stored with personal service items.

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. Needles that were found on-site had been removed from their original, sterile packaging and were placed on the medical tray stained with blood, indicating that needles may have not been sterile until the point of use. This contravenes section 3.39 of the Personal Services Standards, which states that: All equipment classified as critical must be sterile at the point of use.
- b. A needle found in the cabinet was noticeably dirty. No effort was made to discard it. This is in contravention of section 3.2 of the Personal Services Standards, which states that: Needles, filaments, lancets, and other equipment with sharp edges used to puncture the skin or mucous membrane must be discarded after use on one client.
- c. Some of the needles on-site did not have instructions to indicate that they were for single use only. Also, these needles had no manufacturer's information on-site to verify their intended use. This is in contravention of section 4.1 of the Personal Services Standards, which states that: Cosmetic products used in a personal service must be clearly labeled with information about the product identity and manufacturer.
- d. Cotton pads and the medical tray with reusable and pre-sterilized equipment were contaminated with blood. Contaminated supplies and equipment from previous services were not discarded or cleaned and disinfected before the next client. This is in contravention of section 3.12 and 3.14 of the Personal Services Standards, which state that: Contaminated reusable equipment shall be moved to the area where cleaning occurs in a manner that prevents contamination of environmental surfaces and equipment. Contaminated equipment must remain separated and identifiable from clean equipment to prevent accidental reuse.
- e. Reusable towels were being used in the bathroom for drying hands after handwashing. This is in contravention of section 5 (1) (b) of the Personal Services Regulation AR 1/2020, which states that: A personal service facility must be maintained in a clean and sanitary condition.
- f. A high-level disinfect was not available to disinfect equipment that may come in contact with blood. 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.
- g. There was an expired product on-site that the operator indicated that was for allergic reactions. This is in contravention of section 4.3 of the Personal Services Standards, which states that: All cosmetic products used in a personal service, including those that contain an ingredient listed as restricted on Health Canada's Cosmetic Ingredient Hotlist, must be used in accordance with their manufacturer's instructions for use.


- h. Neuromodulators injection products were being used without a DIN (Drug Identification Number) or a MDL (Medical Device License). Their safety and efficacy have not been reviewed by Health Canada. This is in contravention of section 2 (1) of the Nuisance and General Sanitation Regulation AR 243/2003, which states that: No person shall create, commit or maintain a nuisance.
- i. A reprocessing area was not available for cleaning and disinfecting semi-critical equipment. This is in contravention of section 6 (2) (a) (b) and (c) of the Personal Services Regulation AR 1/2020, which states that: A personal service worker who provides a personal service described in subsection (1) must have access, within the personal service facility in which the personal service is provided or in a personal service facility to which contaminated reusable equipment used in connection with the provision of the personal service can be readily transported, to sufficient work surface area to adequately accommodate the placement of contaminated reusable equipment, a sink that is connected to a permanent potable water system that is capable of producing hot and cold running water, and sufficient work surface area to adequately accommodate the placement of cleaned equipment.
- j. There were no written procedures for cleansing of skin, application of antiseptic products and post service care for personal services that involve puncturing of the skin or mucous membrane. This is in contravention of section 1.5, 1.5.1 and 1.5.2 of the Personal Services Standards: which state that: The operator must ensure that facility-specific written procedures are established that describe steps for: when applicable, the cleansing of skin and mucous membrane and the application of antiseptic products; post-service care for personal services that involve puncturing skin or mucous membrane.
- k. The operator did not submit a Personal Service Notification form prior to providing personal services. The facility had equipment which was not consistent with the provision of the services stated to be offered. This is in contravention of section 1.2, 1.2.1, 1.2.2, 1.2.3 of the Personal Services Standards, which state that: The operator of an existing personal service business must notify the RHA of: the name and contact information of the operator of the business; the address and location information where personal services are/will be provided; and all personal services and activities that the business currently offers.
- l. The service area for invasive procedures shared the same space as residential use and another home-based personal service business without physical separation. This is in contravention of section 8 of the Personal Services Regulations AR 1/2020, which states that: A personal service facility must be designed and constructed, or set up, so that client service areas and areas in which the reprocessing of reusable equipment used in connection with the provision of personal services occurs are protected from contamination.
- m. Client records including client contact information for personal services were not maintained. Sterility assurance documentation from critical equipment purchased as sterile were not kept with client records. This is in contravention of section 3.62, 3.63 and 3.65 of the Personal Services Standards, which states that: Client records for personal services that use critical equipment must be maintained and kept accessible for review for a period of two years. Client records must include full client name, contact information of client, date(s) of personal service, description of personal service and name of personal services worker who provided the personal service. Sterility assurance documentation from all critical equipment purchased as sterile that is used in a personal service must be kept with that client's records.
- n. The facility did not have a puncture resistant container for disposal of sharps. This is in contravention of section 3.3 of the Personal Services Standard, which states that: Client service areas where needles, filaments, lancets or other single-use equipment with sharp

edges, are used to puncture the skin, or enter sterile tissue must be equipped with puncture-resistant containers with tight fitting lids.

- o. The bathroom where hand hygiene was performed was disorganized by personal items. This is in contravention of section 5 (1) (b) of the Personal Services Regulation AR 1/2020, which states that: A personal service facility must be maintained in a clean and sanitary condition.
- p. The service area did not have adequate storage for equipment and supplies. Personal belongings and items that were no longer being used were stored with personal service items. This is in contravention of section 5 (1) (i) of the Personal Services Regulations AR 1/2020, which states that: A personal service facility must have adequate storage space for equipment and supplies.

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. Cease all personal service procedures and remove all advertisements related to the business.
 - b. Provide a separate area designated for personal service procedures that is not prone to contamination.
 - c. Discard all used needles properly into an approved puncture resistant container.
 - d. Use approved single-use needles only and ensure they remain in the sterile package until the point of use.
 - e. Ensure single-use equipment is labeled with any of the following terms, symbols or equivalent wordings from the manufacturer: single-use, not for re-use, do not re-use, disposable, discard after single-use, do not use twice or .
 - f. Acquire liquid soap and paper towels in suitable dispensers at the handwashing sink.
 - g. Acquire a high-level disinfectant with a DIN or MDL issued by Health Canada for disinfecting semi-critical and critical equipment. Follow the disinfectant manufacturer's instructions including contact time, reuse period, diluting and mixing, storage and rinsing of equipment after disinfection.
 - h. Acquire test strips specified by the disinfectant manufacturer and monitor the effective concentration of high-level disinfectant daily.
 - i. Maintain records for high-level disinfectant including the date of tests, test strip results, dates when disinfectant was changed, and initials of personal services worker who performed the test.
 - j. Discard all cosmetic products without a DIN or MDL or those that have expired.
 - k. Use cosmetic products that are clearly labeled, can be assessed by an Executive Officer of Alberta Health Services, with information about the product identify, manufacturer, ingredients and instructions for safe use.
 - l. Immediately discard contaminated cotton pads or any single-use supplies contaminated with blood or bodily fluid.

- m. Ensure all semi-critical equipment is cleaned, rinsed, dried, and disinfected in accordance with the manufacturer's instruction.
 - n. Provide a reprocessing area with a plumbed-in sink with potable hot and cold running water that is separated from incompatible activities, which include sleeping, dining, food preparation, storage of employees' personal items and routine employee and client traffic.
 - o. Provide written procedures for cleansing of skin, application of antiseptic products and post service care for personal services that involve puncturing of the skin or mucous membrane.
 - p. Maintain client records with the full client's name, contact information of the client, date(s) of personal service, description of personal service and name of the worker who provided the personal service. Maintain records for 2 years.
 - q. Keep sterility assurance documentation from all equipment purchased as sterile with client records.
 - r. Organize the bathroom where the handwashing sink is used for personal services. Store personal items separately.
 - s. Provide adequate storage for equipment and supplies and ensure they are protected from contamination.
 - t. Notify Alberta Health Services to review safe practices of all personal services offered prior to re-opening and when any new services are offered in the future.
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 Calgary, Alberta, December 14, 2023.

Confirmation of a verbal order issued to Larisa Bondarenko on December 9, 2023.

Amanda Yim, CPHI(C)
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>

Copy Health Canada

Calgary • Southport • Environmental Public Health

10101 Southport Road SW, Calgary, Alberta, Canada T2W 3N2

<https://www.ahs.ca/eph>