

ORDER OF AN EXECUTIVE OFFICER

RE: ESTHETICS & MASSAGE

Natural Balance Steam Room and Spa
10114 – 123rd Street
Edmonton, Alberta

WHEREAS I, an **Executive Officer** of **Alberta Health Services**, have inspected the above 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 the prevention or suppression of disease, namely:

- a. Pedicure basins, nippers, clippers and other reusable esthetic instruments that were in storage or ready for use on clients had visibly contaminated surfaces (PHOTO A).
- b. Evidence indicating the reuse of single-use esthetic instruments was found (PHOTO B).
- c. Contaminated instruments were found to be stored with clean instruments.
- d. Client service areas and storage rooms were cluttered, disorganized and not amenable to routine cleaning.
- e. Evidence of inadequate cleaning and hand hygiene were observed on client contact surfaces and other frequently touched surfaces (PHOTO C).
- f. Razor blades were not being discarded after each client service (PHOTO D).
- g. There was not a suitable disinfectant in use at the time of inspection.
- h. The bulk supplies of wax and massage cream were contaminated (PHOTO E).
- i. Garbage was not stored and handled in a sanitary manner.

AND WHEREAS such inspection disclosed that the following breaches of the Public Health Act and the Regulations there under exist in and about the above noted premises, namely:

- a. Personal Services Regulation (AR 20/2003) Sec 6(1):
Pedicure basins, nippers, clippers and other reusable esthetic instruments were found to be in a visibly contaminated condition, which is in contravention of the Personal Services Regulation (AR20/2003) Section 6(1) which states that all equipment and instruments used in providing a personal service must be of durable construction and maintained in good repair and in a clean and sanitary condition.
- b. Personal Services Regulation (AR 20/2003) Sec 8(d) and Section II 2 (c) of the associated Health Standards and Guidelines for Esthetics (Alberta 2002):
Single-use instruments were being reused, which is in contravention of Section 8(d) of the Personal Services Regulation (AR20/2003) which states that the owner of a personal service facility and the personal service workers in a personal service facility must maintain it in compliance with the Health Standards and Guidelines for

Esthetics, as approved and published by the Minister and as amended by the Minister from time to time; and Section II 2 (c) of the associated Health Standards and Guidelines for Esthetics (Alberta 2002) which state that any disposable or single-use equipment shall be discarded between clients.

- c. Personal Services Regulation (AR 20/2003) Sec 6(1):
Visibly contaminated instruments were found to be stored with clean or ready-to-use instruments, which is in contravention of the Personal Services Regulation (AR20/2003) Section 6(1) which states that all equipment and instruments used in providing a personal service must be of durable construction and maintained in good repair and in a clean and sanitary condition.
- d. Personal Services Regulation (AR 20/2003) Sec 3(b):
The storage areas in the personal service facility were cluttered and disorganized and not amenable to routine cleaning, which is in contravention of the Personal Service Regulation (AR20/2003) Section 3(b) which states that a personal service facility must be maintained in a clean and sanitary condition.
- e. Personal Services Regulation (AR 20/2003) Sec 3(b):
Evidence of inadequate cleaning and hand hygiene were observed on client contact surfaces and other frequently touched surfaces, which is in contravention of the Personal Services Regulation (AR20/2003) Section 3(b) which states that a personal service facility must be maintained in a clean and sanitary condition.
- f. Personal Services Regulation (AR 20/2003) Sec 8(d) and Section II 9 (b) of the associated Health Standards and Guidelines for Esthetics (Alberta 2002):
Razor blades were not being discarded after each client service, which is in contravention of Section 8(d) of the Personal Services Regulation (AR20/2003) which states that the owner of a personal service facility and the personal service workers in a personal service facility must maintain it in compliance with the Health Standards and Guidelines for Esthetics, as approved and published by the Minister and as amended by the Minister from time to time; and Section II 9 (b) of the associated Health Standards and Guidelines for Esthetics (Alberta 2002) which state that disposable blades shall be discarded between clients.
- g. Personal Services Regulation (AR 20/2003) Sec 6(2) and 8(d):
There was not a suitable disinfectant in use at the time of inspection, which is in contravention of the Personal Services Regulation (AR20/2003) Section 6(2) which states that all reusable equipment and instruments must be cleaned, disinfected or sterilized in accordance with the standards and guidelines referred to in Section 8, and Section 8(d) of the Personal Services Regulation (AR20/2003) which states that the owner of a personal service facility and the personal service workers in a personal service facility must maintain it in compliance with the Health Standards and Guidelines for Esthetics, as approved and published by the Minister and as amended by the Minister from time to time.
- h. Personal Services Regulation (AR 20/2003) Sec 3(b):
The bulk supplies of wax and massage creams were contaminated, which is in contravention of the Personal Services Regulation (AR20/2003) Section 3(b) which states that a personal service facility must be maintained in a clean and sanitary condition.

- i. Personal Services Regulation (AR 20/2003) Sec 3(b):
Garbage was not stored and handled in a sanitary manner, which is in contravention of the Personal Services Regulation (AR20/2003) Section 3(b) which states that a personal service facility must be maintained in a clean and sanitary condition.

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

1. That all personal service and massage operations provided by the owner and staff of Natural Balance Steamroom and Spa must cease immediately and remain closed to the public until written permission to reopen has been granted by our office.
2. That a sink (or sinks) dedicated for instrument cleaning and hand washing be installed in a readily accessible location to both the esthetics and massage treatment rooms.
3. That the owner immediately undertake and diligently pursue the completion of the following work in and about the above noted premises, namely:
 - a. Ensure that all reusable esthetic equipment and instruments are appropriately cleaned and disinfected immediately after every client service.
 - b. Ensure that single-use and disposable equipment and instruments including, but not limited to foam flip flops, foam toe separators, paper or foam based nail files, foam sanding blocks, pumice blocks, disposable gloves and wood sticks are never reused.
 - c. Ensure that the storage of instruments and supplies is done in a suitable sanitary manner.
 - d. Ensure that all equipment, instruments and surfaces in the facility are kept in a clean and sanitary condition at all times.
 - e. Ensure that hand washing is performed before and after each client service.
 - f. Ensure that single-use sharps including blades for credo handles are never reused on multiple clients.
 - g. Ensure that clean, ready-to-use equipment and instruments are stored in a manner that prevents contamination.

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 Edmonton, Alberta, on March 27, 2013

(Original Signed)

Jason A. MacDonald: B.Sc, B.EH, CPHI(C)
Executive Officer / Environmental Health Officer
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This VERBAL CLOSURE ORDER was issued to the person in care and control of the facility at approximately 4:00pm on March 22, 2013.

Health Legislation, Regulations and Standards

Electronic versions of the Public Health Act and Regulations are available at the Alberta Queen's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or www.qp.gov.ab.ca.

Health Legislation and regulations are available for purchase. Please contact Alberta Queen's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7) or www.qp.gov.ab.ca.

Copies of standards are available by contacting the Health Protection Branch of Alberta Health & Wellness at (780) 427-4518, or by visiting: www.health.alberta.ca/about/health-legislation.html

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 within ten (10) days after receiving the order to the Public Health Appeal Board located at 24th Floor, Telus Plaza, 10025 - Jasper Avenue, Edmonton, Alberta, T5J 1S6. Telephone (780) 427-2813. The terms of this Order remain in effect notwithstanding the filing or proposed filing of any such appeal. If you appeal, you may also make an application to the Board for a stay of this Order pending the appeal.

A copy of the Public Health Appeal form may be obtained by contacting Alberta Health Services at (780) 342-0122, or the Public Health Appeal Board at (780) 427-2813. You are advised that all orders remain in effect pending such an appeal

PHOTO SUMMARY

