

ORDER OF AN EXECUTIVE OFFICER NOTICE OF CLOSURE

To: Thang Pham
"the Owner"

Huong Nguyen
"the Owner"

RE: The personal services facility located in Edmonton, Alberta and municipally described as:
Q - Nails at 14121 – 23 Avenue 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. The available high-level disinfectant (Preempt CS20) expired on September 11, 2020, and reusable semi-critical equipment was not disinfected after each use.
- b. No disinfectant tray was available to immerse semi-critical tools.
- c. There were no records available for test results of the high-level disinfectant.
- d. No test strips were available to verify the concentration of the high-level disinfectant.
- e. Single-use tools (buffing blocks, nail files and toe separators) were being reused: used tools were observed on the workstations and in the storage.
- f. Reusable equipment (nail clippers and tweezers) found in clean storage was not clean.
- g. Some cosmetic products did not have appropriate labels: labels were missing on decanted cosmetic products, and ingredients were not listed on some nail products.
- h. No products were available for cleansing a client's skin prior to facial and body waxing services.
- i. Double-dipping during waxing procedures was observed: multiple used waxing strips and only 4 wooden spatulas were observed in the garbage bin.
- j. Hand sanitizer used for hand hygiene expired in March 2022.
- k. The hand sink located in the waxing room was not equipped with paper towels or single-use towels in an appropriate dispenser.

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 available high-level disinfectant (Preempt CS20) expired on September 11, 2020, and reusable semi-critical equipment was not disinfected after each use. This is in contravention of section 3.26 of the Personal Services Standards which states: Equipment classified as semi-critical must be cleaned and disinfected using, at a minimum, a high-level disinfectant, and section 3.28 of the Personal Services Standards which states: 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.

- b. No disinfectant tray was available to immerse semi-critical tools. This is in contravention of section 3.33 of the Personal Services Standards which states: When performing high level disinfection, equipment must be fully immersed in the high-level disinfectant.
- c. There were no records available for test results of the high-level disinfectant. This is in contravention of section 3.37 of the Personal Service Standards which states: Records must be kept for the following: (1) date of tests (verification of minimum effective concentration); (2) test strip results (pass/fail), (3) dates when disinfectant was changed (for reuse period); and (4) initials of personal services worker who performed the activity.
- d. No test strips were available to verify the concentration of the high-level disinfectant. This is in contravention of section 3.36 of the Personal Service Standards which states: The minimum effective concentration of high-level disinfectants must be tested and verified each day that the disinfectant is used, using the test strips specified by the disinfectant manufacturer. (1) A high-level disinfectant must not be used beyond a failed test. (2) Test strips must be used and stored in accordance with the manufacturer's instructions.
- e. Single-use tools (buffing blocks, nail files and toe separators) were being reused: used tools were observed on the workstations and in the storage. This is in contravention of section 3.6 of the Personal Service Standards which states: Equipment classified as porous or uncleanable must be discarded after use in one personal service on one client.
- f. Reusable equipment (nail clippers and tweezers) found in clean storage was not clean. This is in contravention of sections 3.15 and 3.16 of the Personal Services Standards which state: 3.15 Used semi-critical and critical equipment must be disassembled to its simplest component parts for cleaning; cleaned to remove soil, and rinsed to remove dislodged soil and detergent residue; dried prior to disinfection or sterilization, and 3.16 Cleaned equipment must be visually inspected for cleanliness prior to disinfection or sterilization.
- g. Some cosmetic products did not have appropriate labels: labels were missing on decanted cosmetic products, and ingredients were not listed on some nail products. This is in contravention of section 4.1 of the Personal Services Standards which states: Cosmetic products used in a personal service must be clearly labeled with information about the product identity and manufacturer.
- h. No products were available for cleansing a client's skin prior to facial and body waxing services. This is in contravention of section 2.16 of the Personal Service Standards which states: Cleansing of the client's bodily area where the personal service will occur must be performed prior to any service that may involve contact with mucous membrane, or that will puncture or may potentially break skin or mucous membrane.
- i. Double-dipping during waxing procedures was observed: multiple used waxing strips and only 4 wooden spatulas were observed in the garbage bin. This is in contravention of section 4.6.1 of the Personal Services Standards which states: When only a portion of a bulk supply of a cosmetic product or substance is used on a client, the portion must be taken from the bulk supply in a manner that does not contaminate the remaining supply.
- j. Hand sanitizer used for hand hygiene expired in March 2022. This is in contravention of sections 2.5 and 2.6.2 of the Personal Service Standards which states: 2.5 Hand hygiene must be performed by the personal services worker: 2.5.1 before and after every personal service; 2.5.2 before putting on gloves that will be worn while providing a personal service; 2.5.3 following the removal of gloves that are worn while providing a personal service; and 2.5.4 after reprocessing; and 2.6 The use of alcohol-based hand rub for hand hygiene is only permitted when hands are visibly clean. Personal Services Standards 13 2.6.1 The

alcohol content of alcohol-based hand rub must be 60% to 90%. 2.6.2 Alcohol-based hand rub must have an NPN or DIN issued by Health Canada.

- k. The hand sink located in the waxing room was not equipped with paper towels or single-use towels in an appropriate dispenser. This is in contravention of section 2.11 of the Personal Service Standards which states: Sinks used for handwashing must be equipped with soap, warm running water, and a sanitary option for drying hands.
- l. Linen was not changed after each client: towels observed on waxing bed were visibly stained. This is in contravention of section 3.70 of the Personal Services Standards which states: Linens must either be laundered or discarded after each personal service if: 3.70.1 they directly contact personal services worker or client skin, body, nails, teeth, or hair; 3.70.2 if they contact equipment used during a personal service that touches mucous membrane or punctures or breaks skin; or 3.70.3 if they become visibly contaminated
- m. Handwashing is occurring at a sink used for equipment reprocessing. This is in contravention of section 2.8 of the Personal Services Standards which states: Handwashing must not occur in any sink that is used for equipment reprocessing, unless there is a written procedure that personal services workers follow to appropriately clean and disinfect the sink area between reprocessing and handwashing activities.
- n. The facility was not maintained in a visibly clean state: equipment, including waxing pots and manicure UV lamps, was unsanitary. This is in contravention of section 1(b) of the Personal Service Regulation which states: A personal services facility must be maintained in a clean and sanitary condition, and section 5.4 of the Personal Services Standards which states: In addition to frequencies set out in Appendix 1, prior to providing any personal service, the personal services worker must ensure that the immediate area where the client service is to be provided is visibly clean.
- o. The owner failed to develop written procedures for steps in client care in the event of accidental skin cut and cleansing of client skin prior to services. This is in contravention of sections 1.5.1 and 1.5.3 of the Personal Service Standards which state: The operator must ensure that facility-specific written procedures are established that describe steps for: 1.5.1 when applicable, the cleansing of skin and mucous membrane and the application of antiseptic products; and 1.5.3 client care in the event of an accidental skin cut or puncture.
- p. The facility had cockroach infestation: live cockroach was observed in the staff room. This is in contravention of section 2 of the Nuisance and General Sanitation Regulation 243/2003 which state: 2(1) No person shall create, commit or maintain a nuisance. (2) Without limiting the generality of subsection (1), a person who creates, commits or maintains (a) any premises in a condition that, (f) any work, trade or business so situated that, and (h) any building that, due to (i) its not being in a clean state, is or might become injurious or dangerous to the public health or that might hinder in any manner the prevention or suppression of disease is deemed to have created, committed or maintained a nuisance.

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 an appropriate high-level disinfectant.
 - b. Obtain proper indicator test strips and use them to test the concentration of the high-level disinfectant.
 - c. Ensure that the test records for the high-level disinfectant are maintained and include the date of tests (verification of minimum effective concentration), test strip results (pass / fail), dates when disinfectant was changed (for reuse period), and initials of personal services worker who performed the activity.
 - d. Ensure that the single-use tools are discarded after each use.
 - e. Ensure that all reusable equipment is cleaned and disinfected between the uses.
 - Non-critical equipment is disinfected using, at a minimum, a low-level disinfectant.
 - Semi-critical equipment is disinfected using, at a minimum, a high-level disinfectant. Equipment must be fully immersed in the high-level disinfectant.
 - Reusable equipment is visibly clean prior to disinfection.
 - f. Ensure that all decanted cosmetic products are labelled with product identity and ensure the bulk supply is kept on-site. Ensure that all cosmetic products are labelled with product identity, manufacturer, directions for use and list of ingredients.
 - g. Ensure that the client's bodily area where waxing will occur is cleaned prior to the service and the skin cleansing product is available.
 - h. Ensure that the bulk supply of wax is not contaminated during the waxing procedure.
 - i. Ensure that hand sanitizers used have NPN or DIN issued by Health Canada, have an alcohol content between 60 and 90%, and are not expired.
 - j. Ensure that the hand sink located in the waxing room is equipped with paper towels or single-use towels in an appropriate dispenser.
 - k. Ensure that linen is changed after each client.
 - l. Ensure that the facility is maintained in a clean and sanitary condition. The personal services workers must ensure that the immediate area where the client service is to be provided is visibly clean prior to providing any personal service.
 - m. Ensure that facility-specific written procedures are established that describe steps for skin cleansing prior to services, for client care in the event of an accidental skin cut or puncture and steps for cleaning and disinfecting the reprocessing sink prior to using it for tools cleaning.
 - n. Employ a pest control company to administer proper pest control measures, and follow the recommendations provided by the pest control company to eliminate the cockroach infestation.
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 Edmonton, Alberta, January 21, 2026.

Confirmation of a verbal order issued to Huong Nguyen, Thi Thanh Nhan Tran, Truong Dinh Thai Le and Thi My Hanh Truong on January 20, 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>