

## **ORDER OF AN EXECUTIVE OFFICER NOTICE OF CLOSURE**

**To:** Cuong Vo  
Tran Dong  
“the Owner”

**RE:** The personal services facility located in Edmonton, Alberta and municipally described as:  
Vo’s Nails, 1016 – 9499 137 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 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 disinfectant tray was empty, and reusable semi-critical equipment was not disinfected with a high-level disinfectant. This is in contravention of section 3.15 and 3.26 of the Personal Services Standards which states: 3.15 Used semi-critical equipment must be cleaned, rinsed and dried prior to disinfection; 3.26 Equipment classified as semi-critical must be cleaned and disinfected using, at a minimum, a high-level disinfectant.
- b. The high-level disinfectant was expired. PreEmpt CS20 expired on February 10, 2026. This is in contravention of 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.
- c. The high-level disinfectant tray was too small to fully immerse the large metal foot files. 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.
- d. High-level disinfectant logs were not maintained. The last high-level disinfectant log was dated September 29, 2024. This is in contravention of section 3.36 and 3.37 of the Personal Services Standards which states: 3.36 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; 3.37: Records must be kept for the following: 3.37.1 date of tests (verification of minimum effective concentration); 3.37.2 test strip results (pass/fail); 3.37.3 dates when disinfectant was changed (for reuse period); and 3.37.4 initials of personal services worker who performed the activity.
- e. The waxing pot was uncovered. This is in contravention of section 4.5 of the Personal Services Standards which states: All cosmetic products, substances, and supplies must be stored and handled in a manner that keeps them sanitary and safe for use.

- f. The Refectocil tints used for eyelash and/or eyebrow tinting services were missing labelling requirements including list of ingredients and instructions for use. This is in contravention of section 4.1.1 of the Personal Services Standards which states: A complete list of ingredients and manufacturer's instructions for safe use must also accompany all cosmetic products and be available for reference by personal services workers at all times.
- g. The garbage in the waxing room contained more waxing strips than waxing sticks which was indicative of staff double-dipping in the waxing pot. 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.
- h. The plastic applicators used for eyelash and/or eyebrow tinting services being stored in the UV cabinet were visibly stained. This is in contravention of section 3.16 of the Personal Services Standards which states: Cleaned equipment must be visually inspected for cleanliness prior to disinfection or sterilization.
- i. The decanted cosmetic products stored in the washroom were not properly labelled with its proper contents. 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.
- j. Spoons were being stored in the bulk supply of cosmetic products. 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.
- k. There were two unlabeled spray bottles at the reprocessing area. One container had a milky light blue-coloured liquid, and the other container had a clear-coloured liquid. 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.
- l. The puncture-resistant container for disposal of callus shaving blades did not have a tight-fitting lid. This is in contravention of section 3.3 of the Personal Services Standards which states: Client service areas where single-use equipment with sharp edges, are used to enter sterile tissue must be equipped with puncture-resistant containers with tight-fitting lids.
- m. Sharps were not being properly disposed of after each use. There was a used callus shaving blade on the shelf behind the puncture-resistant container. This is in contravention of section 3.4 of the Personal Services Standards which states: Any single-use equipment with sharp edges, must be immediately discarded after a personal service into a puncture-resistant container with a tight-fitting lid.
- n. Facility-written procedures were not established. This is in contravention of section 1.5 of the Personal Services Standards which states: The operator must ensure that facility-specific written procedures are established that describe steps for cleansing of skin, client care in the event of an accidental skin cut or puncture and where applicable,

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. Ensure that all reusable equipment is cleaned and disinfected between client 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.
  - b. Obtain an appropriate high-level disinfectant. Ensure it has not expired.
  - c. Follow all disinfectant manufacturer's instructions for use, including those for contact time, reuse period, diluting and mixing, storage, and rinsing of equipment after disinfection.
  - d. Obtain a suitably-sized plastic/glass high-level disinfectant tray that permits full immersion of the large metal foot files. Remove the glass barbicide jars from the facility.
  - e. 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.
  - f. Ensure all waxing pots are covered when not in use.
  - g. Obtain the list of ingredients and instructions for use for Refectocil tints used for eyelash and/or eyebrow tinting services.
  - h. Ensure that the bulk supply of wax is not contaminated during the waxing procedure. Do not re-use (double-dip) waxing sticks.
  - i. Discard the plastic applicators used for eyelash and/or eyebrow tinting services that were being stored in the UV cabinet.
  - j. 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.
  - k. Remove spoons from the bulk supply of cosmetic products and ensure staff are removing portions in a manner that does not contaminate the bulk supply.
  - l. Label the spray bottles at the reprocessing sink with its contents and ensure the bulk supply is kept on-site to verify labelling requirements.
  - m. Obtain a sharps container designed to safely dispose of waste sharps.
  - n. Establish facility-specific written procedures for cleansing skin, client care in the event of an accidental skin cut or puncture and where applicable, decontamination of any sink that will be used for both handwashing and equipment reprocessing.

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, May 13, 2026.

Confirmation of a verbal order issued to Tran Dong on May 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](mailto: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>

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