



Infection Prevention and Control (IPAC) Lapse Report

Initial Report

Premise/facility under investigation:

Zen Nails and Spa

Address:

95 Middlecote Dr. Ajax, ON L1T 0K3

Type of premise/facility: Personal Service Settings

Types of Personal Service Setting Services: Aesthetic Services, Manicure/Pedicure

IPAC Lapse Details

Date board of health became aware of potential IPAC lapse: 2026-08-14

Date IPAC lapse was linked to premise/facility: 2026-08-18

Date of initial report posting: 2026-08-31

How the potential IPAC lapse was identified: Complaint

Summary description of the IPAC lapse:

1. Observed staff fail to practice proper hand hygiene.
2. Observed workstation surfaces, and foot bath basins not adequately cleaned and disinfected with an appropriate level of disinfectant as often as necessary.
3. Observed reusable nail service tools and implements improperly stored, not adequately cleaned and disinfected after use.
4. Observed single-use items not discarded immediately after use.

IPAC Lapse Investigation

Did the IPAC lapse involve a member of a regulatory college? No

Concise description of the corrective measures required:

1. Operator to ensure hand hygiene is practiced before and after glove use, when hands become contaminated, and before and after providing services to clients.

2. Operator to ensure all work surfaces, reusable implements and footbaths are properly cleaned and disinfected with an appropriate level of disinfectant after each use and as often as necessary.
3. Operator to ensure all nail service equipment, tools and implements are stored in a sanitary manner.
4. Operator to discard all single-use items immediately after each use.

Date any order(s) or directive(s) were issued to the owner/operator:

2026-08-18

Final Report

Date of final report posting: 2026-08-31

Brief description of corrective measures taken: Inspection was conducted. Confirmed that requirements noted above were corrected.

Date all corrective measures were confirmed: 2026-08-21

Final Report Comments and Contact Information

Any additional comments: Operator education provided.

If you have any further questions, please contact the Durham Health Connection Line:

Telephone: 1-800-841-2729, or [email](#) us.