

Initial Report
Premises/Facility under investigation (name and address)

Indigo Botox & Wellness
126 Bayview Avenue
Keswick, ON
L4P 2S9

Type of Premises/Facility

Medical Aesthetics Services

Date Board of Health became aware of IPAC lapse (yyyy/mm/dd)	Date of Initial Report posting (yyyy/mm/dd)
2026/06/23	2026/07/14
Date of Initial Report update(s) (if applicable) (yyyy/mm/dd)	How the IPAC lapse was identified
	Complaint

Summary Description of the IPAC Lapse

- The product used for disinfection of the reusable microneedling device was not intended or approved for use as a disinfectant.
- Non-compliance with adherence to the Manufacturer's Instructions for Use and "PIDAC Best Practices for Infection Prevention and Control for Clinical Office Practice April 2015", for the dispensing, administration, labelling, and discarding of multi-dose vials.
- The reusable microneedling device was not properly cleaned and disinfected between use on clients.
- Hand hygiene was not performed prior to putting on gloves and providing invasive services.

IPAC Lapse Investigation	Yes	No	N/A	Please provide further details/steps
Did the IPAC lapse involve a member of a regulatory college?	☒	☐	☐	
If yes, was the issue referred to the regulatory college?	☒	☐	☐	Referral made to the College of Nurses of Ontario
Were any corrective measures recommended and/or implemented?	☒	☐	☐	
Please provide further details/steps	• Clean and disinfect reusable devices after each client use, in accordance with the "PIDAC: Best Practices for Cleaning, Disinfection and Sterilization of Medical Equipment/Devices in All Health Care Settings (2013)". • Use disinfectants that are intended and approved for disinfection of reusable devices, ensuring the product selected is compatible with the device and holds a valid Health Canada Drug Identification Number (DIN) or Medical Device Active Licence Listing (MDALL). • Follow the medication's product monograph, and "PIDAC Best Practices for Infection Prevention and Control for Clinical Office Practice April 2015", for the dispensing, administration, labelling, and discarding of multi-dose vials. • Perform hand hygiene based on the "Four Moments for Hand Hygiene" in accordance with "Best Practices for Hand Hygiene in All Health Care Settings, 4th ed., April 2014.			

York Region
Infection Prevention and Control Lapse Report

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| | <ul style="list-style-type: none">• Use medical devices and health products authorized for sale by Health Canada. Medical devices are to be verified on Health Canada's Medical Device Active Licence (MDAL) database, and health products must have a valid Drug Identification Number (DIN). |
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Date any order(s) or directive(s) were issued to the owner/operator (if applicable) (yyyy/mm/dd)
HPPA Section 13 Order was issued on 2026/06/23.

Initial Report Comments:

HPPA Section 13 Order was issued on 2026/06/23. The operator was ordered to stop providing all services that require the performance of a Controlled Act, and microneedling services.

Any additional Comments: (Please do not include any personal information or personal health information)

If you have any further questions, please contact:

Health Connection

Telephone Number
1-800-361-5653

Email Address
Health.inspectors@york.ca

Final Report

Date of Final Report posting (yyyy/mm/dd)

Date any order(s) or directive(s) were issued to the owner/operator (if applicable) (yyyy/mm/dd)

Brief description of corrective measures taken

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Date of all corrective measures were confirmed to have been completed (yyyy/mm/dd)

Final Report Comments and Contact Information

Any Additional Comments: (Please do not include any personal information or personal health information)

If you have any further questions, please contact:

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