York Region

York Region
Infection Prevention and Control Lapse Report

Initial Report

Premises/Facility under investigation (name and address)

Jouvence Medi Aesthetics
70 - 7181 Yonge Street
Thornhill, ON., L3T 0C7

Type of Premises/Facility

Personal Service Setting and Medical Aesthetic Services

Date Board of Health became aware of IPAC lapse (yyyy/mm/dd)	**Date of Initial Report posting (yyyy/mm/dd)**
2026/07/24	2026/08/17
Date of Initial Report update(s) (if applicable) (yyyy/mm/dd)	**How the IPAC lapse was identified**
	Complaint

Summary Description of the IPAC Lapse

- Multidose vials, single-use vials, ointments, eye drops, and single-use injectable gel implants were not used, handled, labelled, stored, maintained, and discarded in accordance with the product monograph, manufacturer's instructions for use and "PIDAC Best Practices for Infection Prevention and Control for Clinical Office Practice April 2015" on safe preparation and administration of injectables.
- Sterile medical supplies were not stored in a clean, dry, dust-free area and kept way from sinks, debris, drains, and moisture.
- Reusable equipment/instruments used for aesthetic procedures (e.g., treatment of skin concerns, scars, pigmentation, skin tightening, hair removal, and facials) were not cleaned manually using detergent or enzymatic cleaner and water or mechanically using an ultrasonic cleaner or a washer-disinfector.
- Reusable equipment/instruments used for aesthetic procedures (e.g., treatment of skin concerns, scars, pigmentation, skin tightening, hair removal, and facials) were not disinfected using a disinfectant solution that was appropriate for the intended use of the equipment/instruments.
- Reusable equipment/instruments used for aesthetic procedures that require sterilization were not being sterilized after each use.
- Hand hygiene was performed in a sink that was not dedicated for hand hygiene only.
- Alcohol-based hand rub products used on premises for hand hygiene were expired.

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?	☒	☐	☐	The College of Physicians and Surgeons of Ontario (CPSO) and the College of Nurses of Ontario (CNO).
Were any corrective measures recommended and/or implemented?	☒	☐	☐	
Please provide further details/steps	**Corrective measures for Premises/Facility:** • Use, handle, label, store, maintain, and dispose of multidose vials, single-use vials, and single-use injectable gel implants according to the product monograph, manufacturer's instructions for use, and current best practices for the safe preparation and administration of injectables. • Stop the practice of pre-filling injectable products in advance, for their later use in accordance with "PIDAC			

	Best Practices for Infection Prevention and Control for Clinical Office Practice April 2015". • Store sterile supplies in a clean, dry, dust-free area, and keep them away from sinks, and protected from debris, drains, and moisture. • Clean, and disinfect or sterilize all reusable equipment/instruments as per manufacturer's instructions for use, and in accordance with the "Public Health Ontario: Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition, July 2019" or "Public Health Ontario: Best Practices for Cleaning, Disinfection and Sterilization of Medical Equipment/Devices In All Health Care Settings, 3rd edition, May 2013," as applicable. • Clean reusable tools manually using detergent, or enzymatic cleaner and water or mechanically using an ultrasonic cleaner or a washer-disinfector. • Prepare and use disinfectants that are intended and approved for disinfection of reusable equipment/instruments, ensuring the disinfectant selected is compatible with the tools being disinfected and holds a valid Health Canada Drug Identification Number (DIN) or Medical Device Active Licence Listing (MDALL). • Perform hand hygiene in a designated handwashing sink that is not used for any other purpose, or by using Alcohol-Based Hand Rub, when hands are not visibly soiled. • Use alcohol-based hand rub that is not expired.

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 2026/06/24.

Initial Report Comments:

HPPA Section 13 Order was issued on 2026/06/24. The operator was ordered to stop the use of the Skin Aqua Facial Hydrafacial VS-B device, Mesotherapy device, and Removal Sweep Spot Pen device for the provision of personal services. The operator was further ordered to stop the provision of personal services that involve the use of equipment/devices requiring high-level disinfection or sterilization. The operator was ordered to ensure all reusable equipment/devices and instruments are cleaned, and disinfected or sterilized as per manufacturer's instructions for use that are in accordance with the "Public Health Ontario: Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition, July 2019" or "Public Health Ontario: Best Practices for Cleaning, Disinfection and Sterilization of Medical Equipment/Devices In All Health Care Settings, 3rd edition, May 2013," as applicable.

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	Email Address
1-800-361-5653	Health.inspectors@york.ca

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Final Report

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

2026/11/05

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

Brief description of corrective measures taken

By October 19, 2026, the operator gained compliance with all the terms of the Order. Continued compliance is mandatory. Re-inspections were conducted on June 29, 2026; June 30, 2026; July 27, 2026; October 19, 2026. At the time of re-inspection cleaning and disinfection of reusable devices after each client use, are conducted in accordance with the "Public Health Ontario: Guide to Infection Prevention and Control in Personal Service Settings, 3rd Edition, July 2019" or "Public Health Ontario: Best Practices for Cleaning, Disinfection and Sterilization of Medical Equipment/Devices In All Health Care Settings, 3rd edition, May 2013," as applicable." Disinfectants intended and approved for the disinfection of reusable devices, are used. The medication product monographs and "PIDAC Best Practices for Infection Prevention and Control for Clinical Office Practice April 2015", are followed for the dispensing, administration, labelling, and discarding of medication vials. Skin Aqua Facial Hydrafacial VS-B device, Mesotherapy device, and Removal Sweep Spot Pen are no longer in use at the premises.

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

2026/10/19

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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1-800-361-5653	Health.inspectors@york.ca