

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

SmileWorks Dentistry
208-50 McIntosh Drive
Markham, ON
L3R 9T3

Type of Premises/Facility

Clinical

Date Board of Health became aware of IPAC lapse (yyyy/mm/dd)

2026/09/17

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

2026/09/25

Date of Initial Report update(s) (if applicable) (yyyy/mm/dd)
How the IPAC lapse was identified

Complaint

Summary Description of the IPAC Lapse

- Dental burs and Cavitron inserts were not cleaned according to the Manufacturer's Instructions for Use.
- Hinged dental instruments (e.g., forceps) were not sterilized in an unlocked and open position.
- Dental instruments were not packaged and loaded into the sterilizer in accordance with the Manufacturer's Instructions for Use.
- Dental instruments intended for single-use (e.g., prophylaxis cups and dental impression trays) were reprocessed and reused.
- Hand hygiene was not performed in accordance with best practices for infection prevention and control (e.g., between glove changes).

IPAC Lapse Investigation	Yes	No	N/A	Please provide further details/steps
Did the IPAC lapse involve a member of a regulatory college?	☒	☐	☐	Royal College of Dental Surgeons of Ontario (RCDSO)
If yes, was the issue referred to the regulatory college?	☒	☐	☐	
Were any corrective measures recommended and/or implemented?	☒	☐	☐	

Please provide further details/steps

Corrective measures for Premises/Facility:

- Clean dental burs and Cavitron inserts according to the Manufacturer's Instructions for Use.
- Sterilize hinged dental instruments in an unlocked and open position.
- Package and load dental instruments into the sterilizer in accordance with the Manufacturer's Instructions for Use.
- Discard single-use dental instruments immediately after use. Single-use dental instruments are not to be reprocessed and reused.
- Reprocess all reusable semi-critical and critical dental instruments using the most current and approved provincial and regulatory reprocessing and sterilization methods.
- Perform hand hygiene according to the "Four Moments for Hand Hygiene" in accordance with "PIDAC Best

Practices for Hand Hygiene in All Health Care Settings,
4th Edition, April 2014".

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 2026/09/02.

Initial Report Comments:

A verbal HPPA Section 13 Order was issued on 2026/09/02.

The operator was ordered to stop providing services and procedures that require the use of reusable semi-critical and critical dental instruments until conditions related to the cleaning and sterilization of semi-critical and critical dental instruments, management of single-use dental instruments, and hand hygiene are corrected. The operator was also required to re-reprocess all reusable semi-critical and critical dental instruments using the most current and approved provincial and regulatory reprocessing and sterilization methods.

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)

2026/09/25

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

Brief description of corrective measures taken

Re-inspection was conducted on September 4, 2026. The Operator fully demonstrated the correct procedures for the cleaning and sterilization of reusable semi-critical and critical dental instruments, management of single-use dental instruments, and hand hygiene. On September 4, 2026, York Region Public Health permitted the Operator to resume services and procedures that require the use of reusable semi-critical and critical dental instruments, once all reusable semi-critical and critical dental instruments were re-reprocessed using the most current and approved provincial and regulatory reprocessing and sterilization methods.

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

2026/09/04

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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