

Public Health Unit Infection Prevention and Control Lapse	
Initial Report	Last Updated on:
Premise/facility under investigation (name and address)	Willows Tattoo & Piercing 204-805 Grand Avenue West Chatham ON N7L 4M5
Type of premise/facility: (e.g., medical clinic, multi-service PSS)	Multi-service Personal Service Setting. (Piercing and Tattoo)
Date Board of Health became aware of IPAC lapse	March 23, 2026
Date IPAC lapse was linked to the premise/facility	March 23, 2026
Date of Initial Report posting	March 27, 2026
Date of Initial Report update(s) (if applicable)	N/A
Source of IPAC lapse information (e.g., routine inspection, public complaint etc.)	Public complaint and follow up investigation.
Summary Description of the IPAC lapse	Inadequate cleaning and disinfection practises between clients. Inadequate disinfectant used to disinfect multiuse tools/equipment. Failure to provide single use impermeable barrier on reusable item that holds/manipulates a single use needle used in invasive services. Failure to use required sterile equipment when offering piercing services.
IPAC Lapse Investigation	

Did the IPAC lapse involve a member of a regulatory college?	No
If yes, was the issue referred to the regulatory college?	N/A
Were other stakeholders notified? (e.g. Ministry)	Yes – the Ministry of Health.

<p>Concise description of the corrective action required</p>	<p>Cease operations and close business.</p>		
<p>Please provide further details/steps</p>	<p>Operator was issued a Section 13 Order under the Health Protection and Promotion Act stipulating the following:</p> <ul style="list-style-type: none"> . Immediately cease operating and providing any/all tattoo and piercing services at the premises and/or at any other location in Chatham-Kent. Do not resume any operation or provision of such services without the prior written approval of the Chatham-Kent Public Health Unit. . Follow any further instructions provided by the Medical Officer of Health or staff of CK Public Health pertaining to the provision of unauthorized personal services including providing tattoo and piercing services. . Follow any further instructions provided by the Medical Officer of Health or staff of CK Public Health pertaining to the provision of the terms and conditions of this Order. 		
<p>Date any order(s) or directive(s) were issued to the owners/operators (if applicable)</p>	<p>A Section 13 Order under the Health Protection and Promotion Act noted above was delivered personally to the operator on March 24, 2026.</p>		
<p>Initial Report Comments and Contact Information</p>			
<p>Any additional comments (Do not include any personal information or personal health information)</p>	<p>N/A</p>		
<p>If you have any further questions, please contact:</p>			
<p>Name</p>	<p>Cara Robinson</p>	<p>Title</p>	<p>Program Manager</p>

E-mail Address	Environmental_health@chatham-kent.ca	Phone Number	519-352-7270
Final Report		Last Updated on:	
Date of Final Report posting:	March 27, 2026		
Date any order(s) or directive(s) were issued to the owners/operators (if applicable)	March 24, 2026		
Brief description of corrective measures taken	See above		

Date all corrective measures were confirmed to have been completed		March 24, 2026	
Final Report Comments and Contact Information			
Any additional comments (Do not include any personal information or personal health information)		No additional comments noted.	
If you have any further questions, please contact:			
Name	Cara Robinson	Title	Program Manager
E-mail Address	carar@chatham-kent.ca	Phone Number	519-352-7272