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Infection Prevention and Control (IPAC) Lapse Report

Initial Report

Premise/facility under investigation

- Revive Fertility Clinic – Women’s Health Centre 131 Union St E, Unit 105, Waterloo, ON N2J 1C4

Type of premise/facility (e.g. medical clinic, multi-service PSS)

- Medical clinic

Date Board of Health became aware of IPAC lapse

- June 8, 2026

Date IPAC lapse was linked to the premise/facility

- June 8, 2026

Date of Initial Report Posting

- June 19, 2026

Source of IPAC lapse information (e.g. routine inspection, public complaint, etc.)

- Public complaint

IPAC Lapse Investigation

Summary Description of the IPAC lapse

- Inspection findings included improper storage of biomedical waste, ultrasound probe not high-level disinfected according to the disinfectant manufacturer’s required contact time, reprocessing area and practices did not support a clear one-way dirty-to-clean workflow, internal procedure does not reflect current MIFU for the high-level disinfectant used, inappropriate or poorly maintained cleaning tools used for equipment reprocessing, non-cleanable, porous furniture in waiting and examination rooms, staff food items and beverages stored in clinical refrigerators. Additional issues included expired hand sanitizer, date first used not labelled on multidose vials, and gaps in staff training and documentation for infection prevention and control practices

Did the IPAC lapse involve a member of the regulatory college? If yes, which one

- Yes – College of Physicians and Surgeons of Ontario

Was the issue referred to the regulatory college?

- Yes

Were other stakeholders notified? (e.g. Ministry)

- No

Concise description of the corrective measures required

- Improvements to waste storage, probe disinfection, reprocessing flow and procedures, cleanable surfaces and equipment maintenance, monitoring practices, clinical refrigerator use, hand hygiene supplies, multidose vial handling, and staff training records.

Please provide further details/steps

- Re-inspection to ensure items listed above are corrected

Date any order(s) or directive(s) were issued to the owners/operators (if applicable)

- June 11, 2026

Initial Report Comments

- Public Health received a complaint on June 3, 2026, regarding cleanliness and infection prevention and control concerns at the clinic, including suspected blood on stirrups, cluttered care areas, biohazardous waste stored in washroom, ants observed on service room floor.
- Initial IPAC Inspection was conducted on June 8, 2026, with a reinspection to follow.

Questions? Contact [Andy Hong](#), Manager, Health Protection and Healthy Environments.

Final Report

Date of Final Report posting

- June 19, 2026

Date any order(s) or directive(s) were issued to the owners/operators (if applicable)

- N/A

Brief description of corrective measures taken

- All items corrected at the time of re-inspection.

Date all corrective measures were confirmed to have been completed

- June 17, 2026