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Northeastern
PUBLIC HEALTH
SANTÉ PUBLIQUE
du Nord-Est

Infection prevention and control lapse report

Tri-Town Dental Clinic

Initial Report

Premise/facility under investigation (name and address):

Tri-Town Dental Clinic
6-100 Rorke Avenue, Haileybury, Ontario previously operated at
240 Georgina Avenue, Haileybury, Ontario.

Type of premise/facility (e.g. clinic, personal services setting):

Dental clinic

Date Board of Health became aware of IPAC lapse:

2026-08-17

Date of Initial Report Posting:

2026-11-13

Date of Initial Report update(s) (if applicable):

N/A

How the IPAC lapse was identified:

A complaint by a member of the public

Summary description of the IPAC lapse:

1. Improper cleaning and sterilization of multi-use dental instruments used in dental care at every reprocessing step, including storage, documentation, and quality assurance.
2. Dental tools in poor condition, including visible dirt, debris and corrosion in clinic rooms packaged as ready for patient use.
3. No documented policies and procedures and no available MIFUs for equipment.

IPAC Lapse Investigation

Did the IPAC lapse involve a member of a regulatory college?

Yes

If yes, was the issue referred to the regulatory college?

Yes

Were any corrective measures recommended and/or implemented?

Corrective measures recommended by Northeastern Public Health have been implemented. One outstanding recommendation requires all staff responsible for reprocessing to complete a reprocessing course approved by the Provincial Infectious Diseases Advisory Committee.

Please provide further details:

Staff responded immediately to implement infection prevention and control practices as per current Provincial Infectious Diseases Advisory Committee best practices. The recommendation for ongoing staff training is in progress and requires time to complete. Tri-Town Dental Clinic has committed to ensuring these improvements are made.

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

August 18, 2026 – Verbal Order
August 26, 2026 – Order Rescinded (after re-inspection)

If you have any further questions, please contact:

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