

## **ORDER OF AN EXECUTIVE OFFICER NOTICE OF CLOSURE**

**To:** Meena Hotels Inc.  
“the Owner”

Marites Nathoo  
“the Owner”

**RE:** The “whirlpool” located in Calgary, Alberta and municipally described as:  
Best Western Airport Inn – Whirlpool  
1947 18 Avenue NE

**WHEREAS** I, an **Executive Officer of Alberta Health Services**, have inspected the above noted premises pursuant to the provisions of the Public Health Act, RSA 2000, c. P-37, as amended;

**AND WHEREAS** such inspection disclosed that the following conditions exist in and about the above noted premises which are or may become injurious or dangerous to the public health or which might hinder in any manner the prevention or suppression of disease, namely:

- a. The whirlpool free available chlorine was inadequate; manual measurement showed the free available chlorine to be 1.28 milligrams per litre.
- b. The whirlpool water was cloudy.
- c. The circulation pump was not working.
- d. The flow meter was not working.
- e. The whirlpool combined chlorine was not maintained at the lowest possible level. The combined chlorine level was tested and measured 1.27 milligrams per litre.
- f. One of the whirlpool's submerged suction outlets covers was not securely fastened to prevent the risk of entrapment.
- g. The bacteriological water sample taken on July 18, 2024 isolated *Pseudomonas aeruginosa*.
- h. The Heterotrophic Plate Count (HPC) was 450 CFU/mL, based on a bacteriological water sample taken on July 18, 2024.

**AND WHEREAS** such inspection disclosed that the following breaches of the Public Health Act and the Public Swimming Pools Regulation, Alberta Regulation 204/2014 and the Pool Standards there under exist in and about the above noted premises, namely:

- a. The whirlpool free available chlorine was inadequate; manual measurement showed the free available chlorine to be 1.28 milligrams per litre. This is in contravention of Section 4.1.2 of the Pool Standards, July 2014 (Amended January 2018), which states: “The minimum free chlorine residual in a public swimming pool must be maintained at 2.0 milligram per litre in a public swimming pool with an operating water temperature of greater than 30 degrees Celsius”.

- b. The whirlpool water was cloudy. This is in contravention of Section 20(1)(a) of the Public Swimming Pool Regulation 204/2014 which states: “Water in a public swimming pool, other than in a water spray park, must be sufficiently clear so that the patterns of lines on the bottom of the public swimming pool floor are clearly visible at all times”.
- c. The circulation pump was not working. This is in contravention of Section 12(1)(b) of the Public Swimming Pool Regulation 204/2014 which states: “A public swimming pool must have filtration and circulation systems and disinfection equipment that are serviced and maintained to provide bacteriologically and chemically safe water”.
- d. The flow meter was not working. This is in contravention of Section 12(1)(b) of the Public Swimming Pool Regulation 204/2014 which states: “A public swimming pool must have filtration and circulation systems and disinfection equipment that are serviced and maintained to provide bacteriologically and chemically safe water”.
- e. The whirlpool combined chlorine was not maintained at the lowest possible level. The combined chlorine level was tested and measured 1.27 milligrams per litre. This is in contravention of section 4.3 of the Pool Standards, July 2014 (Amended January 2018), which states that: “The combined chlorine residual in a public swimming pool must be maintained at the lowest level possible to maximize bather comfort”.
- f. One of the whirlpool's submerged suction outlets covers was not securely fastened to prevent the risk of entrapment. This is in contravention of section 9.6.2 of the Pool Standards, July 2014 (Amended January 2018), which states that: “If upon visual inspection the cover of a submerged suction outlet is cracked, broken, improperly secured or missing, the pump shall be immediately shut down and the public swimming pool closed, and only reopened when the cover is repaired or replaced”.
- g. The bacteriological water sample taken on July 18, 2024 isolated *Pseudomonas aeruginosa*. This is in contravention of Section 6.2 of the Alberta Health Pool Standards 2014 (amended 2018) which states: “The quality of water in a public swimming pool operating at greater than 30 degrees Celsius must be maintained so that samples of the water do not show the presence of *Pseudomonas aeruginosa*.”
- h. The Heterotrophic Plate Count (HPC) was 450 CFU/mL, based on a bacteriological water sample taken on July 18, 2024. This is in contravention of Section 6.1 (a) of the Alberta Health Pool Standards 2014 (amended 2018) which states: “The quality of water in a public swimming pool must be maintained so that the water does not have a heterotrophic plate count greater than 100 colony forming units per milliliter in a 100 millilitre sample”.

**AND WHEREAS**, by virtue of the foregoing, the above noted premises are hereby declared to be **Closed**.

NOW THEREFORE, I hereby **ORDER** and **DIRECT**:

1. That the Owner immediately close the above noted premises.
2. That the Owner immediately undertake and diligently pursue the completion of the following work in and about the above noted premises, namely:
  - a. Adjust the whirlpool water chemistry to maintain free available chlorine above 2.0 milligrams per litre.

- b. Resolve the water cloudiness to ensure the pool is physically and chemically safe for use.
  - c. Repair or replace the whirlpool circulation pump and ensure this equipment is in good working condition.
  - d. Replace or repair the flow meter and ensure this equipment is in good working condition.
  - e. Maintain combined chlorine at the lowest level possible to maximize bather comfort.
  - f. Replace the submerged suction outlets covers and ensure they are securely fastened to prevent the risk of entrapment.
  - g. Treat the swimming pool to eliminate any possible source of contamination.
  - h. Submit a bacteriological water sample from the Best Western Airport Inn– Whirlpool to the Provincial Laboratory.
3. That until such time as the work referred to above is completed to the satisfaction of an Executive Officer of Alberta Health Services; and a water sample from paragraph 2 (h) is confirmed to be satisfactory the above noted premises shall remain closed.

The above conditions were noted at the time of inspection and may not necessarily reflect all deficiencies. You are advised that further work may be required to ensure full compliance with the Public Health Act and regulations, or to prevent a public health nuisance.

DATED at Calgary, Alberta, July 23, 2024.

Confirmation of a verbal order issued to Marites Nathoo on July 19, 2024.

Executive Officer  
Alberta Health Services

You have the right to appeal

A person who      a) is directly affected by a decision of a Regional Health Authority, and  
                                 b) feels himself aggrieved by the decision

may appeal the decision by submitting a Notice of Appeal form within ten (10) days after receiving the order to:

Public Health Appeal Board  
c/o Central Reception  
Main Floor, ATB Place North Tower  
10025 Jasper Avenue NW  
Edmonton, Alberta, T5J 1S6  
Phone: 780-222-5186  
Fax: 780-422-0914  
Email: [HealthAppealBoard@gov.ab.ca](mailto:HealthAppealBoard@gov.ab.ca)  
Website: <https://www.alberta.ca/public-health-appeal-board.aspx>

A Notice of Appeal form may be obtained by contacting the Public Health Appeal Board or visiting their website.

Health Legislation, Regulations and Standards

Electronic versions of the Public Health Act and Regulations are available at the Alberta King's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or <https://www.alberta.ca/alberta-kings-printer.aspx>.

Health Legislation and regulations are available for purchase. Please contact Alberta King's Printer Bookstore 10611 - 98 Avenue, Main Floor, Park Plaza, Edmonton, Alberta, T5K 2P7 or <https://www.alberta.ca/alberta-kings-printer.aspx>.

**Copies of standards are available by visiting:** <https://www.alberta.ca/health-standards-and-guidelines.aspx>

---

Calgary • Southport • Environmental Public Health

10101 Southport Road SW, Calgary, Alberta, Canada T2W 3N2

<https://www.ahs.ca/eph>