



**Ministry of Health and Long-Term Care**

**Inspection Report under the Long-Term Care Homes Act, 2007**

**Ministère de la Santé et des Soins de longue durée**

**Rapport d'inspection sous la Loi de 2007 sur les foyers de soins de longue durée**

**Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch**

**Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité**

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**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Dec 9, 2013	2013_211106_0036	S-000111-13	Critical Incident System

**Licensee/Titulaire de permis**

**ALGONQUIN NURSING HOME OF MATTAWA LIMITED  
231 TENTH STREET, P.O. BOX 270, MATTAWA, ON, P0H-1V0**

**Long-Term Care Home/Foyer de soins de longue durée**

**ALGONQUIN NURSING HOME OF MATTAWA LIMITED  
231 TENTH STREET, P.O. BOX 270, MATTAWA, ON, P0H-1V0**

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

**MARGOT BURNS-PROUTY (106)**

**Inspection Summary/Résumé de l'inspection**



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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): October 22, 2013**

**The following log was reviewed as part of this inspection: Log # S-000111-13**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care (DOC), Dietary Aides, Registered Nurse (RN), Registered Practical Nurse (RPN), Personal Support Workers (PSW), and Residents.**

**During the course of the inspection, the inspector(s) conducted a walk-through of resident home areas and various common areas, observed a meal service, observed care provided to residents in the home and reviewed resident health care records.**

**The following Inspection Protocols were used during this inspection:**

**Dining Observation**

**Nutrition and Hydration**

**Personal Support Services**

**Findings of Non-Compliance were found during this inspection.**

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**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

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**Legend**

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

**Legendé**

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités



Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food production**

**Specifically failed to comply with the following:**

**s. 72. (7) The licensee shall ensure that the home has and that the staff of the home comply with,**  
**(a) policies and procedures for the safe operation and cleaning of equipment related to the food production system and dining and snack service; O. Reg. 79/10, s. 72 (7).**

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**Findings/Faits saillants :**



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1. A CIS report submitted to the Ministry of Health and Long-Term Care indicated, that resident #001 spilled soup on themselves and sustained a burn, resulting in a raised blistered area. On October 22, 2013, the DOC told the inspector, that on the day of the above incident, dietary staff had not allowed the soup to cool from the cooking temperature (minimum of 74 degrees C /165 degrees F) to the serving temperature (a minimum of 60 degrees C/140 degrees F) prior to serving it to residents.

The inspector was provided with and reviewed the home's policy titled, "Food Safety, Food Temperature Control", which indicated that "Designated Dietary Staff take food temperatures in the center or the thickest part of the food when cooking, chilling, hot holding or reheating" and "Designated Dietary staff records all temperatures". On October 22, 2013 a Dietary Aide provided the inspector with "Algonquin Nursing Home Dietary Department Checklists" for the month of October 2013 and reported that the cooking temperature is recorded under the title "Kitchen" for each meal and the hot hold temperature is recorded under the title "Serving" for each meal.

The inspector reviewed the "Algonquin Nursing Home Dietary Department Checklist" from October 2 to 22, 2013, and found the following:

- Cooking temperature not recorded for Breakfast on October 2, 3, 8, 10, 12, 13, 14, 15, and 16, 2013
- Hot Holding temperature not recorded for Breakfast on October 2, 3, 4, 8, 13, and 22, 2013
- Cooking temperature not recorded for Lunch on October 2, 3, 7, 8, 9, 10-soup only, 12, 13, 15, and 16, 2013
- Hot Holding temperature not recorded for Lunch on October 2, 3, 4, 7, 8, 17-hamburger only, 19, and 21-macaroni only, 2013
- Cooking temperature not recorded for Supper on October 4, 7, 8, 10, 11, 12, 13, 18, and 21-riblet only, 2013
- Hot Holding temperature not recorded for Supper on October 8, 9, 14, 15, 16, 17, 18, and 21-pepper steak only, 2013.

The licensee failed to ensure that the home has and that the staff of the home comply with, policies and procedures for the safe operation and cleaning of equipment related to the food production system and the dining and snack service, specifically in regards to taking and documenting food temperatures. [s. 72. (7) (a)]



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***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the home has and that the staff of the home comply with, policies and procedures for the safe operation and cleaning of equipment related to the food production system and the dining and snack service, specifically in regards to taking and documenting food temperatures, to be implemented voluntarily.***

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Issued on this 9th day of December, 2013

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

A handwritten signature in black ink, appearing to be "J. [unclear]".