



**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  
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## Public Copy/Copie du public

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<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>
Feb 9, 2015	2014_346133_0019	O-000916-14	Complaint

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### **Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT 8TH FLOOR MISSISSAUGA ON L5R 4B2

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

CARLINGVIEW MANOR  
2330 CARLING AVENUE OTTAWA ON K2B 7H1

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

JESSICA LAPENSEE (133)

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## Inspection Summary/Résumé de l'inspection

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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): December 22, 23, 2014**

**During the course of the inspection, the inspector(s) spoke with The Administrator, the Environmental Services Manager, the Food Services Manager and some dietary staff.**

**During the course of the inspection, the inspector: reviewed pest control program documentation; reviewed the pest sightings and reporting log; reviewed correspondences between the home and Ottawa Public Health as provided by the Administrator; reviewed meeting minutes for meetings including representatives from Ottawa Public Health and the home's management staff, as provided by the Administrator; observed unit serveries on all floors.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Housekeeping**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**1 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

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

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services**
**Specifically failed to comply with the following:**

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
  - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s. 15 (2) (a) in that the licensee has failed to ensure that the home is kept clean and sanitary. This is mainly related to identified areas within the unit serveries.

On December 22, 2014, the Inspector began a complaint inspection that was in part focused on an allegation of heavy cockroach activity within the unit serveries and directed that the Inspector should be looking behind fridges, under cupboards, etc. At approximately 3:20pm, on December 22, 2014, the Inspector arrived into the 7th floor servery, and noticed that to the left of the cupboards beneath the steam table, there was a large corner void. This extent of this void space could only be fully observed from within the lower cupboard, through a cut out in the side of the left cupboard wall. Within the void, the Inspector observed an accumulation of dead cockroaches and an old Abell Pest Control glue monitor board filled with dead cockroaches. Also within this void space, the Inspector observed sugar packets, a hair net, an oven glove, plastic cups and mugs, jam packets, and areas of accumulated drywall dust. The Inspector proceeded to the 6th floor servery and upon entry, at 3:34 pm, observed a live cockroach on the floor near the fridge and two smaller live cockroaches crawling up a corner baseboard and over into the corner void. Within the void, the Inspector observed a heavy accumulation of dead cockroaches. Also within the void, the Inspector observed a serving tray, many plastic cups of various sorts, sugar packets, jam packets, construction debris and heavy accumulation of sawdust throughout. Under the sink counter, the Inspector observed a dead cockroach and an Abell Pest Control glue monitoring board with two small dead cockroaches on it. At 3:42, the Inspector entered the 5th floor servery and noted a very small live cockroach on the counter, next to the open cutlery tray. The Inspector proceeded to the 3rd floor servery and observed a small cockroach on the top of the baseboard, under the sink cupboard. Within the sink cupboard, there was a toaster with crumbs all around it. As well, the Inspector observed small crumbs around the periphery of the floor.

On December 22nd, 2014, at approximately 4pm, the Inspector showed the home's Administrator and Environmental Services Manager (ESM) some pictures of what had been observed within the corner voids in the 6th and 7th floor serveries. The ESM explained that these voids had been created in the serveries on the 4th – 8th floor as a result of a renovation and redesign project several years ago. The ESM and Administrator indicated that they were not aware of the dead cockroach and debris accumulation within the voids. The ESM indicated that because these spaces are not



readily accessible, they cannot be routinely cleaned by kitchen staff during their daily activities. The ESM and Administrator agreed that corrective action was required.

On December 23, 2014, the Inspector continued observations of the unit serveries, with a focus on the corner void space. At 9:24am, the Inspector entered the 8th floor servery and noted some eggshells, food crumbs and a dead flattened cockroach on the floor, near the corner void. Within the corner void, the Inspector noted an accumulation of dead cockroaches, an old Abell Pest Control glue monitor board with some dead cockroaches on it, plastic cups, an oven glove, packets of crackers, cutlery, and heavy accumulation of drywall dust throughout. The Inspector also noted that there was a toaster on the counter with an accumulation of crumbs underneath it. The Inspector proceeded to the 6th floor servery and in addition to observations made on Dec 22nd, as described above, the Inspector noted two live cockroaches within the void, around the oven glove. Next, the Inspector observed the 4th floor servery. At 10:35am, within the void, the Inspector observed some dead cockroaches, an old Abell Pest Control glue monitor board with two dead cockroaches in it, sugar packets, plastic cutlery, construction debris, and accumulated sawdust and drywall dust throughout. In a corner of the servery, across from the fridge, the Inspector observed an Abell Pest Control glue monitoring board with a very small and a large dead cockroach on it, indicative of a multi-generational infestation. It was dated as last checked on December 17th, 2014 by the pest control technician. The Inspector then revisited the 7th floor servery, in order to further describe observations made on the previous day, and met the Environmental Services Manager (ESM) there. He indicated he was observing the corner void space within all of the serveries and taking his own pictures to send to the licensee. He indicated that he felt that corporate intervention was required in order to resolve the challenge presented by these inaccessible spaces. Finally, the Inspector proceeded to the 5th floor servery and again met the ESM. At 11:15am, within the void, the Inspector observed a live cockroach, some dead cockroaches, sugar packets, construction debris, and accumulated sawdust and drywall dust. In the cupboard under the sink in the 5th floor servery, the Inspector observed a dead cockroach in the corner. The Inspector noted that there was a toaster in this cupboard, with jam on one of the knobs and a lot of crumbs underneath it. The ESM and the Inspector discussed the Inspector's observation, made within the 6th floor server on the previous day, of two cockroaches climbing up and over a baseboard, into the corner void space. It was discussed that these areas appear to have been serving as cockroach refuges.

During a debriefing with the home's Dietary Services Manager and the ESM, on December 23rd, 2014, the ESM informed that he was planning to have maintenance staff



clean out all of corner void spaces by the next day, with a vacuum equipped with a HEPA filter.

It is noted that the home has an enhanced pest control program in place in order to manage an ongoing cockroach infestation, which includes, but is not limited to, the services of a licensed pest controller. The Administrator explained to the Inspector that, upon request, the home submitted an Integrated Pest Management (IPM) Plan to representatives from Ottawa Public Health in June 2014. An updated IPM was requested by and submitted to Ottawa Public Health in December 2014.

As per a letter to the Administrator from a representative from Ottawa Public Health, in which a request was made for the submission of an IPM plan for June 14th, 2014, "cockroaches also present a public health issue because they can spread microorganisms that cause disease. For example, they have been shown to contaminate food and other items with pathogenic organisms that they pick up in their environment, such as salmonella, cholera and shigella. Moreover, they naturally discharge nauseous secretions that can exacerbate asthma and other respiratory illnesses in humans."

The corner void spaces in the serveries on 4th – 8th floors, as observed during the inspection, appeared to be serving as cockroach harbourages. Pest control efforts are hampered by such areas of refuge. As well, food debris such as crumbs, on surfaces or on/under equipment, serve as a readily available food supply for pests and hamper pest control efforts.

The licensee has failed to ensure that the unit serveries are kept clean and sanitary. This widespread issue presents a potential risk as efforts to manage the home's ongoing cockroach infestation are being hampered. [s. 15. (2) (a)]

***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 with the requirement that the home be kept clean and sanitary, with a specific focus on unit serveries, and certain identified areas and equipment within some unit serveries, to be implemented voluntarily.***



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**Issued on this 9th day of February, 2015**

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

**Original report signed by the inspector.**