



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

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

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

**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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 30, 2014	2014_326569_0016	006809-14	Critical Incident System

Licensee/Titulaire de permis

OMNI HEALTHCARE (COUNTRY TERRACE) LIMITED PARTNERS
161 Bay Street, Suite 2430, TD Canada Trust Tower, TORONTO, ON, M5J-2S1

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

COUNTRY TERRACE
10072 Oxbow Drive, R.R. #3, Komoka, ON, N0L-1R0

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

DONNA TIERNEY (569)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): October 23, 2014

During the course of the inspection, the inspector(s) spoke with the Director of Care, Rai-MDS Co-ordinator, 2 Personal Support Workers, and 2 Residents.

During the course of the inspection, the inspector(s) reviewed a critical incident, the home's investigation reports, clinical records, policies and procedures for hazardous substances and staff education records, and made observations of the home environment.

The following Inspection Protocols were used during this inspection:



Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

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 O.Reg 79/10, s. 91. Every licensee of a long-term care home shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times. O. Reg. 79/10, s. 91.

Findings/Faits saillants :



1. The licensee has failed to ensure that hazardous substances are kept inaccessible to residents at all times.

A utility cart containing hazardous substances was placed in an unlocked resident room during a recent home evacuation drill.

A Personal Support Worker found a Resident had accessed the hazardous substance.

Record review of the incident notes revealed that miscommunication had occurred amongst workers and that the utility cart housing hazardous substances was not put in a secure environment and was therefore accessible to residents.

Review of the home's Safety Policy and Procedure Manual under policy HR-SF-9.5 Section WHMIS Subject Worker Responsibilities states "Purpose: To ensure that employees are aware of their responsibilities in the handling of controlled products" and "Procedure #7 Employees are required to participate in WHMIS training and engage in safe work practices at all times."

Interview with the Director of Care confirmed that this incident occurred as stated in the Environmental Services Managers incident notes and that it is the home's expectation that utility carts housing hazardous substances should not be left unattended or in unlocked rooms and accessible to residents. The Director of Care also confirmed that education has been initiated and is ongoing with respect to the safe handling and storage of hazardous material. [s. 91.]

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 The Licensee shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times. O. Reg. 79/10, s. 91., to be implemented voluntarily.



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Issued on this 30th day of October, 2014

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