

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

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

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Oct 21, 2019	2019_750539_0019	005918-19	Complaint

Licensee/Titulaire de permis

Eden House Care Facility Inc.
c/o 2663649 Ontario Inc. 295 Adelaide Street West, Suite 4007 TORONTO ON M5V 0L4

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

Eden House Nursing Home
5016 Wellington County Road 29, R.R. #2 GUELPH ON N1H 6H8

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

VALERIE GOLDRUP (539)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): October 7 and 8, 2019.

The following intake was completed in this Complaint inspection:

Log #005918-19/ IL-65122-CW, a complaint regarding resident care and dietary services.

Inspector Tawnie Urbanski #754 attended the inspection.

During the course of the inspection the inspectors toured the home observed resident care and dining services. Clinical records and plans of care for identified residents were reviewed. Also, relevant documents were reviewed including but not limited to the home's documentation and procedures as related to the inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), the Food Service Supervisor, Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW), residents and their families.

The following Inspection Protocols were used during this inspection:

Dining Observation

Personal Support Services

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>Légende</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. 76. Cooks

Findings/Faits saillants :

1. The licensee has failed to comply with O. Reg 79/10, r. 76 (1) (2). Specifically failed to comply with the following:
r. 76 (1) Every licensee of a long-term care home shall ensure that there is at least one cook who works at least 35 hours per week in that position on site at the home. O. Reg. 79/10, s. 76 (1).
(2) The licensee shall ensure that the cook referred to in section (1), if hired on or after

the date this section comes into force,

(a) has a chef training or culinary management diploma or certificate,

(i) granted by a college established under the Ontario Colleges of Applied Arts and Technology Act, 2002, or

(ii) granted by a registered private career college, for successfully completing a program approved by the Superintendent of Private Career Colleges under the Private Career Colleges Act, 2005;

(b) has a diploma or certificate granted in another jurisdiction and has a set of skills that, in the reasonable opinion of the licensee, is equivalent to those that the licensee would expect of a person who has a diploma or certificate provided for in clause (a);

(c) holds a certificate of qualification in the trade of Cook or Institutional Cook that was issued,

(i) by the Director of Apprenticeship under the Apprenticeship and Certification Act, 1998, or

(ii) by the Registrar of the College under the Ontario College of Trades and Apprenticeship Act, 2009; or

(d) meets the requirement set out in clause 78 (5) (c). O. Reg. 249/10, s. 1; O. Reg. 246/13, s. 6 (1).

1. The licensee failed to ensure there was at least one cook who works at least 35 hours per week in that position on site at the home, who has a chef training or a culinary management degree.

A complaint was made to the Ministry of Long-Term Care (MLTC) on a specified date, stating a cook in the home was not certified.

Staff interviewed stated they had a number of part-time cooks, however, there was no one employee who worked 35 hours or more per week in the cook position who had chef training or a culinary management degree. Review of the staff schedules from September 16, 2019, to October 8, 2019, documented this.

The licensee failed to ensure there was at least one cook who both, worked at least 35 hours per week in that position, and had chef training or a culinary management degree. [754] [s. 76.]

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 there is at least one cook who both, works at least 35 hours per week in that position, and has chef training or a culinary management degree, to be implemented voluntarily.

Issued on this 24th day of October, 2019

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

Original report signed by the inspector.