

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Sudbury Service Area Office**  
159 Cedar St, Suite 403  
Sudbury, ON, P3E 6A5  
Telephone: 1-(800)-663-6965  
SudburySAO.moh@ontario.ca

| <b>Original Public Report</b>                                             |                                    |
|---------------------------------------------------------------------------|------------------------------------|
| <b>Report Issue Date:</b> November 30, 2022                               |                                    |
| <b>Inspection Number:</b> 2022-1316-0001                                  |                                    |
| <b>Inspection Type:</b><br>District Initiated<br>Critical Incident System |                                    |
| <b>Licensee:</b> Riverside Health Care Facilities Inc.                    |                                    |
| <b>Long Term Care Home and City:</b> EMO Health Centre, Emo               |                                    |
| <b>Lead Inspector</b><br>Steven Naccarato (744)                           | <b>Inspector Digital Signature</b> |
| <b>Additional Inspector(s)</b>                                            |                                    |

| <b>INSPECTION SUMMARY</b>                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The Inspection occurred on the following date(s):<br/>November 3, 2022.</p> <p>The following intake was inspected:</p> <ul style="list-style-type: none"> <li>An Intake related to a Service Area Office Initiated Infection Prevention and Control (IPAC) inspection.</li> </ul> |

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

Infection Prevention and Control

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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Infection Prevention and Control Program

**NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O.Reg. 246/22, s. 102 (7) 11.

The licensee has failed to ensure that the hand hygiene program implemented by the home, was in accordance with the standards or protocols issued by the Director, with respect to support for residents to perform hand hygiene prior to receiving meals.

#### **Rationale and Summary**

The “Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes” outlined that the home’s hand hygiene program was to include support for residents to perform hand hygiene prior to receiving meals; however, the home’s hand hygiene program did not include this direction.

In an interview with the Administrator, they stated that they were aware of concerns with the home’s hand hygiene program, and they were working towards addressing the concerns specific to resident hand hygiene.

**Sources:** Inspector observations during lunch meal service; “Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes” (April 2022); Home's policy titled “Hand Hygiene Policy” last reviewed date November 19, 2021; Home's policy titled “Hand Hygiene Procedure” last reviewed date November 19, 2021; Interviews with the Administrator/Director of Care and other staff.

[744]