

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Ottawa District**

347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

**Original Public Report**

<b>Report Issue Date:</b> April 18, 2024	
<b>Inspection Number:</b> 2024-1551-0002	
<b>Inspection Type:</b> Complaint	
<b>Licensee:</b> Corporation of the City of Cornwall	
<b>Long Term Care Home and City:</b> Glen-Stor-Dun Lodge, Cornwall	
<b>Lead Inspector</b> Polly Gray-Pattemore (740790)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

**INSPECTION SUMMARY**

The inspection occurred March 7-15, 2024 on-site and March 18-21, 25, 27-28 and April 2-3, 2024 off-site.

The following intake was inspected:

- Intake: #00107034 was a complaint related to lack of nourishment, temperature of food, visitor restrictions, and allegation of resident being chemically restrained.

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

- Medication Management
- Food, Nutrition and Hydration
- Infection Prevention and Control

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Residents' Rights and Choices

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Dining and snack service.

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

**Non-compliance with: O. Reg. 246/22, s. 79 (1) 5.**

Dining and snack service

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

5. Food and fluids being served at a temperature that is both safe and palatable to the residents.

The licensee has failed to ensure that the home had a dining and snack service that included, at a minimum, food and fluids being served at a temperature that is both safe and palatable to the residents.

#### **Rationale and Summary**

A record review of the Daily Food Temperature Records showed that there were missing entries of the daily food temperature on January 25, 2024 at dinner, January 26, 2024 at lunch, January 27, 2024 at lunch, January 29, 2024 at breakfast, January 30, 2024 at lunch, and January 31, 2024 at dinner.

A review of the licensee Temperatures of Food at Point of Service Policy, indicated to take the holding temperatures of foods just before to ensure that hot foods are

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served and held for the duration of meal service above 60 degrees C, and that dietary staff record the temperature on the Food Temperature Record or another appropriate form provided in Synergy.

On January 15, 2024, during an interview with staff, they acknowledged that the Temperatures of Food at Point of Service Policy indicated that dietary staff record daily food temperatures on the Food Temperature Record form; there was missing temperature entries on January 25, 2024 at dinner, January 26, 2024 at lunch, January 27, 2024 at lunch, January 29, 2024 at breakfast, January 30, 2024 at lunch, and January 31, 2024 at dinner; there was risks to residents if food temperatures not taken in the small servery; and indicated expectation that staff record food temperatures regardless of time food delivered to the small servery.

The failure of dietary staff to record and document the holding temperatures of foods just before serving caused an increased risk of food and fluids not being served at a temperature that is both safe and palatable to the residents.

**Sources:** Interview with staff; and Temperatures of Food at Point of Service Policy, NC-07-01-03, (dated March 2021).

[740790]



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

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