

Ministry of Long-Term Care

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

Hamilton District

119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Original Public Report

Report Issue Date: October 22, 2024

Inspection Number: 2024-1289-0002

Inspection Type:

Critical Incident

Licensee: Pleasant Manor Retirement Village

Long Term Care Home and City: Pleasant Manor Retirement Village, Virgil

INSPECTION SUMMARY

The inspection occurred onsite on the following date (s): October 15, 16, 17, 2024

The following intake (s) were inspected:

- Intake: #00115475 – [Critical Incident (CI): 2799-000002-24] related to Prevention of Infection and Control.

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

Infection Prevention and Control

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 (2) (b)

Infection prevention and control program

s. 102 (2) The licensee shall implement,

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(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

A. The licensee has failed to ensure that every standard or protocol issued by the Director with respect to infection prevention and control was complied with.

A) In accordance with the Infection Prevention Control (IPAC) Standard for Long-Term Care Homes, Standard 10.1, the licensee was required to ensure that the hand hygiene program included access to hand hygiene agents, including 70-90% Alcohol-Based Hand Rub (ABHR).

Rationale and Summary

On a specified date, an observation of Purell Hand Sanitizing Wipes showed that the wipes were below the minimum alcohol concentration.

Sources: Observation, Purell Hand Sanitizing Wipes label, interview with staff and the homes Hand Hygiene Policy.

B. The licensee has failed to ensure that Routine Practices were followed in the IPAC program.

Rationale and Summary

The IPAC Standard for Long-Term Care Homes, indicated under 9.1 b that the licensee shall ensure that routine practices were followed in the IPAC program and not limited to, at the four moments of hand hygiene.

A staff did not perform hand hygiene after removing a pair of soiled gloves from their hands. They acknowledged that they should have adhered to the home's hand hygiene policy.

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Sources: Observation, interview with staff, and the home's Hand Hygiene Policy.