


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

Ottawa District  
347 Preston Street, Suite 420  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559  
ottawadistrict.mltc@ontario.ca

## Original Public Report

<b>Report Issue Date:</b> January 6, 2023	
<b>Inspection Number:</b> 2022-1352-0005	
<b>Inspection Type:</b> Complaint	
<b>Licensee:</b> CVH (No. 4) LP by its general partner, Southbridge Care Homes (a limited partnership, by its general partner, Southbridge Health Care GP Inc.)	
<b>Long Term Care Home and City:</b> Manoir Marochel, Ottawa	
<b>Lead Inspector</b> Manon Nighbor (755)	<b>Inspector Digital Signature</b>  Manon Nighbor <small>Digitally signed by Manon Nighbor Date: 2023.01.24 14:40:40 -05'00'</small>

## INSPECTION SUMMARY

The Inspection occurred on the following date(s): December 6, 7, 8, 9, 12, 2022.

The following intake(s) were inspected:

- Complaint Intake: #00014299 related to dining services.

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

Food, Nutrition and Hydration  
Safe and Secure Home

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Dining and snack service

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

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

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

#### Rational and Summary

It was the licensee's practice for the kitchen staff members to measure and record food temperatures during the production of food on the Kitchen Production Reports and during the food delivery service on the Service and Delivery Worksheets, to ensure the temperature of the food was safe and palatable for the residents.

For almost a month, there were 35 meals identified where the temperatures were not recorded on the Kitchen Production Reports and/or the Service and Delivery Worksheets. A staff member admitted they did not know where the food thermometer was kept, and they had not taken the temperature of the food they served that day.

For eleven days there was no printed Kitchen Production Reports and Service and Delivery Worksheets available in the binders where the kitchen staff recorded food temperatures in.

Some staff recorded food temperatures on the back of previous completed Kitchen Production Reports or had not measured and/or recorded food temperatures at all.

As such, the failure to measure and record food temperatures to ensure that food and fluids are being served at a temperature that is both safe and palatable to residents for over a month, paused a potential risk to the residents' health and safety.

[#755]

**Sources:** Kitchen Production Reports, Service and Delivery Worksheets, posted menus. Interviews with multiple staff members, Administrator, and a resident. [#755]