

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

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

**Division des opérations relatives aux
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
Nov 17, 2020	2020_788721_0033	018945-20	Complaint

Licensee/Titulaire de permis

Rykka Care Centres LP
3760 14th Avenue Suite 402 MARKHAM ON L3R 3T7

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

Anson Place Care Centre
85 Main Street North Hagersville ON N0A 1H0

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

MEAGAN MCGREGOR (721)

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): November 3, 4, 5, 6 and 9, 2020.

**The following complaint intake was completed within this inspection:
Log #018945-20 related to cook and food service worker qualifications, dietary staffing levels, frequent menu changes and food handling and storage practices in the home.**

During the course of the inspection, the inspector(s) spoke with the Administrator, the Acting Administrator, the Director of Care (DOC), the Food Service Manager (FSM), the Business Manager, the Employee Engagement Specialist, a Registered Nurse (RN), two Personal Care Aides (PCAs), two Dietary Aides, a Cook and residents.

The Inspector also observed handling, storage and cleaning practices in food storage, preparation and serving areas, the dietary staffing levels in the home and meals being served to residents.

This inspection was conducted concurrently with Critical Incident System (CIS) Inspection #2020_788721_0032.

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

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

0 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. 73. Dining and snack service**Specifically failed to comply with the following:**

s. 73. (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:

1. Communication of the seven-day and daily menus to residents. O. Reg. 79/10, s. 73 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that seven-day and daily menus were communicated to residents.

During a four-day period when the home was identified to be on week three of their menu cycle, there was a seven-day menu for week two of the home's menu cycle posted in the home for residents to observe. Menu items being served to residents at meals on these days were different than menu items listed on the posted seven-day menu.

When the home was identified to be on Wednesday of week three of their menu cycle, there were daily menus posted for residents for Tuesday of week three. Menu items being served to residents at lunch this day were different than menu items listed on the posted daily menu. A resident asked a staff member what the daily menu items were after they observed the posted daily menu wasn't for the current day and the staff member acknowledged the menus weren't updated and said they didn't know what the menu items were.

Staff explained that seven-day and daily menus were communicated to residents by posting the seven-day and daily menu items in the home for residents to observe and verbally at each meal. A Dietary Aide said that dietary staff were responsible for posting the menus for the following day and that there had been a couple days that week where they had forgotten to update the posted menus.

Sources: Observations of posted seven-day and daily menus and meal service; and interviews with Dietary Aides, the FSM and other staff. [s. 73. (1) 1.]

Issued on this 18th day of November, 2020

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

Original report signed by the inspector.