

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

**Central West District**  
609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

## Original Public Report

<b>Report Issue Date:</b> March 6, 2023	
<b>Inspection Number:</b> 2023-1112-0002	
<b>Inspection Type:</b> Complaint	
<b>Licensee:</b> Revera Long Term Care Inc.	
<b>Long Term Care Home and City:</b> Pinecrest Manor, Lucknow	
<b>Lead Inspector</b> Janis Shkilnyk (706119)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

## INSPECTION SUMMARY

The inspection occurred on the following date(s): February 28 - March 2, 2023.

The following intake(s) were inspected:

- Intake: #00018753 - Allegation that staff were working at the home unqualified.

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

- Infection Prevention and Control
- Staffing, Training and Care Standards

## INSPECTION RESULTS

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## WRITTEN NOTIFICATION: INFECTION PREVENTION AND CONTROL PROGRAM

NC ##01 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O.Reg. 246/22, s. 102 (2) (b)

The licensee has failed to ensure that any standard or protocol issued by the Director with respect to infection prevention and control was complied with when staff were observed not wearing the recommended Personal Protective Equipment (PPE) while providing care to residents on contact and droplet precautions.

### Rationale and Summary

A) Staff were observed providing care to residents with a suspected infectious disease without eye protection.

Public Health Ontario technical brief Interim Infection Prevention and Control (IPAC) Recommendations for Use of Personal Protective Equipment for Care of Individuals with Suspect or Confirmed COVID-19 9th Revision: October 2022, documented the recommended (Personal Protective Equipment) PPE when providing direct care for patients with suspect or confirmed COVID-19 included a fit-tested, seal-checked N95 respirator (or equivalent or greater protection), eye protection, gown, and gloves. Ministry of Health COVID-19 Guidance: Personal Protective Equipment (PPE) for Health Care Workers and Health Care Entities Version 1.0 June 10, 2022, documented that all health care workers providing direct care to or interacting with, a suspect or confirmed case of COVID-19 should wear eye protection (goggles, face shield, or safety glasses with side protection), gown, gloves, and a fit-tested, seal-checked N-95 respirator (or approved equivalent).

The home's droplet precautions policy, ICP2-010-07, reviewed March 31, 2022, stated mask and eye protection or face shield were to be worn within 2 metres of the resident.

Residents were on contact and droplet precautions for a suspected infectious disease.

Staff were observed not wearing eye protection when entering the room of these residents with a suspected infectious disease. A staff stated that they knew they should be wearing eye protection when caring for residents on droplet precautions, but they were not available when entering the room. A staff stated they had worked their shift that day caring for residents on precautions without eye protection. Staff stated eye protection would have been available by asking the charge nurse. Another staff was observed not wearing eye protection when entering the resident's room on contact and droplet

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precautions. Face shields were observed present on the cabinet outside of the resident room. Staff stated they were unaware face shields were eye protection and could not find goggles. This staff was aware eye protection should be worn when providing care for a resident on droplet precautions. A registered staff was observed not wearing eye protection when entering the residents room. The registered staff stated eye protection should have been worn when providing care for a resident on droplet precautions.

The Infection Prevention and Control (IPAC) Manager stated that that they would expect staff to wear eye protection when entering the room of a resident on droplet precautions.

B) A staff was observed wearing their N95 respirator incorrectly.

The home's policy, preventing the transmission of infection, IPC2-P10, revision date, January 31, 2023, stated to apply a N95 respirator on your face so that the foam rests on your nose and the bottom panel is securely under your chin.

A staff was observed putting on PPE to enter the residents room on contact and droplet precautions and did not remove their surgical mask, putting their N95 respirator over their surgical mask.

The Infection Prevention and Control (IPAC) Manager stated that applying a N95 respirator over a surgical mask would be incorrect application.

The home's failure to ensure staff wore Personal Protective Equipment as outlined in standards and protocols issued by the Director while caring for residents on droplet precautions may have led to spread of the potential infectious disease.

**Sources:**

Public Health Ontario, TECHNICAL BRIEF Interim IPAC Recommendations for Use of Personal Protective Equipment for Care of Individuals with Suspect or Confirmed COVID-19, 9 th Revision: October, 2022, Ministry of Health COVID-19 Guidance: Personal Protective Equipment (PPE) for Health Care Workers and Health Care Entities Version 1.0 June 10, 2022, droplet precautions policy, ICP2-010-07, reviewed March 31, 2022, Routine Practices and Additional Precautions policy, IPC2-P10, revision date, January 31, 2023, interviews with IPAC Manager, registered staff, Personal Support Worker (PSW) staff, staff observations.

[706119]