



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

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

Rapport d'inspection sous la Loi de 2007 sur les foyers de soins de longue durée

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Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Dec 27, 2012	2012_189120_0018	H-00925/H-002119/H-002232-12	Complaint

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

BAYWOODS PLACE  
330 MAIN STREET EAST, HAMILTON, ON, L8N-3T9

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

BERNADETTE SUSNIK (120)

**Inspection Summary/Résumé de l'inspection**



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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): December 19, 2012**

**The nature of the complaint relates to a lack of adequate control of cockroaches in the home.**

**During the course of the inspection, the inspector(s) spoke with the administrator, environmental services supervisor, food services supervisor, assistant directors of care and nursing staff.**

**During the course of the inspection, the inspector(s) toured resident occupied floors and the main floor, kitchen, serveries, dining rooms and several resident rooms and reviewed pest control service reports. No cockroaches were seen in the main kitchen at the time of inspection. The home has a contract with a certified pest control contractor which has been very responsive. Pest control service reports confirm that cockroaches have been identified in the main kitchen and basement (below the kitchen) and that treatment has been applied and continues. According to the pest control technician, the degree of cockroach activity has greatly diminished over the last 2 months with the addition of scheduled spray applications. Non-compliance has been issued (see below) related to sanitation which plays a large role in controlling cockroach populations.**

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

**Accommodation Services - Housekeeping**

**Accommodation Services - Maintenance**

**Findings of Non-Compliance were found during this inspection.**



<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<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>Legendé</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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services**

**Specifically failed to comply with the following:**

- s. 15. (2) Every licensee of a long-term care home shall ensure that,
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).
  - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

**Findings/Faits saillants :**



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[LTCHA, 2007, S.O. 2007, c. 8, s.15(2)(a)] The licensee has not ensured that the home, furnishings and equipment are kept clean and sanitary.

1. Four out of the five suction machines reviewed were visibly dusty and/or dirty. The plastic white mobile cabinets the machines were found to be stored on were also visibly dirty.
2. A heavy amount of debris has accumulated on the floor in a back corner of the dish wash area, a prime feeding location for mice and cockroaches.
3. Tiled walls around the perimeter of the kitchen were visibly soiled, along with food preparation table legs and table undersides.
4. Each of the serveries located on floors 3-6 had visibly soiled walls under the counter tops, in the area where garbage cans are kept.
5. Dust accumulation noted on walls behind the coffee machines in the serveries on floors 3-6.
6. White hand sinks located in dining rooms on floors 3 & 5 were heavily stained with a brown substance.
7. Ceilings in the 4th and 6th floor dining rooms were visibly soiled/stained.
8. The sliding closet doors and the tracks were visibly soiled in the dining rooms located on the 6th and 5th floors and the closet tracks had accumulated matter in them in a number of resident bedrooms on various floors.
9. One identified resident room was found to be cluttered and full of boxes and objects on the floor, making it difficult for housekeeping staff to clean the room properly. The room was found to be dusty and dirty and home to at least one cockroach that was observed in the washroom.
10. The main floor dining room was observed to have soiled heater surfaces and dusty window sills.

***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the home, furnishings and equipment are kept clean and sanitary, to be implemented voluntarily.***

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Issued on this 27th day of December, 2012

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

*B. Susnik*