

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Original Public Report

Report Issue Date: July 12, 2024	
Inspection Number: 2024-1143-0003	
Inspection Type: Critical Incident Follow up	
Licensee: Revera Long Term Care Inc.	
Long Term Care Home and City: ReachView Village, Uxbridge	
Lead Inspector Fatemeh Heydarimoghari (742649)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

<p>The inspection occurred onsite on the following date(s): June 24, 25, 26, 2024</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • One Intake related to First Follow up to Compliance Order (CO) # 001 related to O. Reg. 246/22 s. 102 (2) (b) from Inspection # 2024-1143-0001 with compliance due date of April 19, 2024 • One Intake related to Infection Prevention and Control (IPAC)

Previously Issued Compliance Order(s)

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The following previously issued Compliance Order(s) were found to be in compliance:

Order # from Inspection #2024-1143-0001 related to O. Reg. 246/22, s. 102 (2) (b) inspected by Fatemeh Heydarimoghari (742649)

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

Infection Prevention and Control
Safe and Secure Home
Staffing, Training and Care Standards

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Hazardous substances

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 97

Hazardous substances

s. 97. Every licensee of a long-term care home shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

The licensee shall:

Conduct daily audits by the Environmental Service Manager or Director of Care (DOC) for a period of two weeks and then twice weekly audits for a period of two weeks.

Audits are to be conducted on weekdays, weekends and statutory holidays in all Spa and tub room areas to ensure that cleaning products and hazardous substances

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have not been stored outside of the required area and to keep them secured and locked. Audits are to include the areas that were reviewed, the date the audit was completed, the name of the person who completed the audit, any findings of noncompliance, and the corrective measures taken for the identified concerns.

Keep a documented record of the audits and make them immediately available to Inspectors upon request.

Grounds

Rationale and Summary

During an initial tour of the home, the Inspector observed the Spa in resident home areas (RHA) that cleaning products, including body wash, shaving cream, and denture cleanser, were in an open cart and easily accessible to the resident and were also observed in the tub room disinfectant cleaner, soap, shaving cream, and body wash were stored in an unlocked closet.

Based on the home layout, the tub room and the resident shared washroom are in one place, it was observed that the residents regularly came into the area to use the washroom.

During separate interviews, Personal Support Workers (PSW) # 101 and #102 confirmed that cleaning products should not be kept in the Spa or tub room.

The IPAC Lead indicated the expectation in the home was for hazardous substances to be always kept inaccessible to residents.

There was a potential risk to resident safety when cleaning products were easily accessible to the resident.

Sources: Observations and interviews with staff [742649]

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This order must be complied with by September 30, 2024

REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch

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Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the

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order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.