

**Ministry of Long-Term Care**

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

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Original Public Report

**Report Issue Date:** June 4, 2024

**Inspection Number:** 2024-1159-0002

**Inspection Type:**

Critical Incident

**Licensee:** QCC Corp.

**Long Term Care Home and City:** Watford Quality Care Centre, Watford

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 22, 23, 24, 2024.

The following intake(s) were inspected:

- Intake: #00111187 - CI #2652-000003-24 - Outbreak
- Intake: #00112501 - CI #2652-000004-24 - Outbreak
- Intake: #00114700 - CI #2652-000006-24 - Outbreak

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

Infection Prevention and Control

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Reporting

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

**Non-compliance with: O. Reg. 246/22, s. 115 (1) 5.**

Reports re critical incidents

s. 115 (1) Every licensee of a long-term care home shall ensure that the Director is immediately informed, in as much detail as is possible in the circumstances, of each of the following incidents in the home, followed by the report required under subsection (5):

5. An outbreak of a disease of public health significance or communicable disease as defined in the Health Protection and Promotion Act.

The licensee failed to ensure that the Director was immediately informed of an outbreak of disease of public health significance.

**Rationale and Summary:**

Review of the Critical Incident System report, the home's outbreak records, and an interview with the Administrator, revealed that the home experienced an outbreak during a specific time period. The outbreak originated on a specific date as declared by the public health unit. However, during the home's reporting to the Director the CIS report was created and saved but not submitted until a week later.

**Sources:** Critical Incident System report, home's outbreaks records, and an interview with Administrator.

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