

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

Report Issue Date: October 25, 2024

Inspection Number: 2024-1426-0003

Inspection Type:

Critical Incident

Licensee: Holland Christian Homes Inc.

Long Term Care Home and City: Grace Manor, Brampton

INSPECTION SUMMARY

The inspection occurred onsite on the following dates: October 23-24, 2024.

The following intake was inspected:

- Intake: #00120324 related to a respiratory outbreak.

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

Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: INFECTION PREVENTION AND CONTROL PROGRAM

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

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

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Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee failed to ensure that the standard issued by the Director with respect to Infection Prevention and Control (IPAC) was implemented.

Rationale and Summary

The IPAC Standard for Long-Term Care Homes (LTCHs) revised in September 2023, section 10.4 (h) indicates that the licensee shall ensure that the hand hygiene program includes support for residents to perform hand hygiene prior to receiving meals and snacks.

During the Inspector's observations, multiple residents were not supported by staff to perform hand hygiene prior to receiving snacks.

The home's IPAC Lead indicated that the residents were to be assisted with hand hygiene before taking anything to eat or drink during meals and snacks.

By not adhering to the home's hand hygiene program, there was an increased risk for the spread of infectious microorganisms amongst the residents.

Sources: Inspector's observations; The home's hand hygiene program policy; Interviews with the IPAC Lead, and other staff.