



Ministry of Health and Long-Term Care

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

Ministère de la Santé et des Soins de longue durée

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division  
 Performance Improvement and Compliance Branch  
 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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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jun 21, Jul 22, 2011	2011_060127_0014	Complaint

**Licensee/Titulaire de permis**

ST. JOSEPH'S HEALTH SYSTEM  
 56 GOVERNOR'S ROAD, DUNDAS, ON, L9H-5G7

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

ST JOSEPH'S VILLA, DUNDAS  
 56 GOVERNOR'S ROAD, DUNDAS, ON, L9H-5G7

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

RICHARD HAYDEN (127)

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

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

During the course of the inspection, the inspector(s) spoke with the director of nursing, director of performance and quality management, food services manager, food services supervisors and a unit manager.

During the course of the inspection, the inspector(s) inspected serving kitchens in eight resident home areas and reviewed documentation related to the home's "Free to Live Philosophy of Care".

The following Inspection Protocols were used in part or in whole during this inspection:

Dining Observation

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

Definitions	Définitions
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food production**

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

**s. 72. (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to,**

**(a) preserve taste, nutritive value, appearance and food quality; and**

**(b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).**

**Findings/Faits sayants :**

1. On June 21, 2011 the inspector confirmed that assorted foods and beverages as well as clean utensils, cutlery and dishes were accessible to residents, family members and other visitors in serving kitchens at times when these areas were not supervised by the home's staff. If proper food handling and food safety techniques are not followed by individual's accessing the serving kitchens, then the food items contained therein may become adulterated, contaminated and lead to residents acquiring food borne illness.

**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 with ensuring all food and fluids in the food production system are prepared, stored, and served using methods to prevent adulteration, contamination and food borne illness, to be implemented voluntarily.**

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 91. 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. O. Reg. 79/10, s. 91.**

**Findings/Faits sayants :**

1. On June 21, 2011 the inspector observed an unattended and unlocked housekeeping cart in a resident dining room. The door to the dining room was left open. Toilet bowl cleaner and other chemicals were accessible to residents.

**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 with ensuring that all hazardous substances at the home are kept inaccessible to residents at all times, to be implemented voluntarily.**

Issued on this 26th day of July, 2011



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

A handwritten signature in black ink, consisting of several stylized, overlapping strokes.