



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

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

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
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Date(s) of inspection/Date de l'inspection October 15, 2010	Inspection No/ d'inspection 010_128_2980_14Oct161809	Type of Inspection/Genre d'inspection L-01382 – Dietary Post Occupancy
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Licensee/Titulaire
peopleCare Oakcrossing London, 1242 Oakcrossing Road, London, ON N6H 0G2

Long-Term Care Home/Foyer de soins de longue durée
peopleCare Inc., 28 William Street North, P.O. Box 460, Tavistock, ON N0B 2R0

Name of Inspector(s)/Nom de l'inspecteur(s)
Ruth Hildebrand (ID #128)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Dietary Post Occupancy inspection in follow-up to the Pre-occupancy Review conducted April 2010.

During the course of the inspection, the inspector spoke with the Administrator, Nutrition Manager, Registered Dietitian, 2 cooks, and 2 dietary aides.

During the course of the inspection, the inspector conducted an inspection of storage areas in all the serveries, as well as the food produced for the lunch meal in the third floor serveries. Standardized recipes and production sheets along with the menus were reviewed with the Nutrition Manager.

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

- Food Quality

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN
1 VPC

NON-COMPLIANCE / (Non-respectés)
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

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.)

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 71(1)(b)
Every licensee of a long-term care home shall ensure that the home's menu cycle,
(b) includes menus for regular, therapeutic and texture modified diets for both meals and snacks.

Findings:

The home does not have a menu cycle for meals and snacks for residents on vegan vegetarian diets.

WN #2: The Licensee has failed to comply with O. Reg. 79/10, s. 72(2)(c)
The food production system must, at a minimum, provide for,
(c) standardized recipes and production sheets for all menus.

Findings:

The home does not have standardized recipes and production sheets for vegetarian diets.

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 standardized recipes and production sheets are available for vegetarian diets, to be implemented voluntarily.

**CORRECTED NON-COMPLIANCE
Non-respects à Corrigé**

REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
M3.3, LTC Homes Program Manual, now found in LTCHA, 2007, S.O 2007, c. 8, s.5.	Unmet Criterion		Pre-occupancy Review	128
5.1.7., LTC Homes Design Manual	Design Manual Criterion		Pre-occupancy Review	128



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Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. October 18, 2010 <i>Ruth Hildebrand</i>
Title: _____ Date: _____	Date of Report: (if different from date(s) of inspection)..