



**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**

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
January 5, & 6, 2011	2011-120-8522-05JAN135945	L-00021 Follow-up to February 25/26 2010

**Licensee/Titulaire**

The Governing Council of the Salvation Army in Canada, 369 Frederkick Street, Kitchener, ON N2H 2P1

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

A.R. Goudie Eventide, 369 Frederick Street, Kitchener, ON N2H 2P1

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

Bernadette Susnik, Environmental Health #120

**Inspection Summary/Sommaire d'inspection**

The purpose of this visit was to conduct a follow-up inspection to previously issued non-compliance made under the Charitable Institutions Act, RSO 1990, Chapter 9, s. 9.16 which was related to developing and implementing a quality management system for environmental services.

During the course of the inspection, the above noted inspector spoke with the executive director, maintenance, housekeeping and nursing staff, During the course of the inspection, the inspector conducted a walk-through of all of the home areas, including common areas, bathing areas, dining rooms, utility rooms and resident bedrooms. Policies and procedures, service reports and maintenance logs and schedules were also reviewed.

The following Inspection Protocols were used during this inspection:

- Accommodation Services – Maintenance
- Accommodation Services - Housekeeping

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

1 WN  
1 VPC

Corrected Non-Compliance is listed in the section titled "Corrected Non-Compliance" on Page 3.

### 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.

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.)

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-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 the LTCHA, 2007, S.O. 2007, c.8, s.15(2)(a) and (c) Every licensee of a long-term care home shall ensure that,

- (a) the home, furnishings and equipment are kept clean and sanitary, and
- (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

**Findings:**

1. The flooring surfaces are not in good condition in various resident rooms. These floors are not smooth and easy to clean. They have been damaged by the bed feet, which sunk into the floor, causing round depressions and raised edges. The flooring behind the door in one identified resident room is cracked. The flooring in front of the hand sink in the 3rd floor dining room has worn down to the subfloor material and the flooring in the 1<sup>st</sup> floor soiled utility room is not attached to the subfloor around the drain area and it easily lifts.
2. Heavy amounts of visible food/liquid matter noted on the wall, floor and baseboard located near each of the 3 serveries. This area seems to be used to park the food scrap cart during meals. The backside of the doors to each of these dining rooms was also coated in residues. The ceiling in the 1<sup>st</sup> floor dining room also splattered with visible matter in 3 areas.
3. The reclining comfortable chairs located in resident rooms are not all being cleaned adequately or regularly. Visible residues, dust and dirt noted along the piping, in corners on arm and head rests. Some of these chairs were noted to have ripped material on the arm rests.
4. Mould growth noted on the air ducts located in each of the 3 dining rooms.
5. Stained privacy curtains noted in approximately 7 resident rooms.
6. Dust levels thick on exhaust grilles in many resident washrooms and on overbed light lamp shades.
7. Visible matter noted on the walls surrounding the hopper in the 1<sup>st</sup> floor soiled utility room.
8. Many toilet seats were noted to be loose, although repaired by the end of the inspection, a routine preventive check of the seats is not in place.
9. The furniture refinishing process for the fixed furniture in resident rooms is ongoing and no target date has been set for completion. Many resident rooms noted to have heavily scratched furniture.
10. Very little to no exhaust was detected in several identified resident washrooms.

**Additional Required Action:**

**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 s. 15(2)(a) and (c) in respect to ensuring that the home, furnishings and equipment are kept clean and sanitary, and that the home,



furnishings and equipment are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.

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

REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
Section 9.16, issued under the Charitable Institutions Act, 1990, C. 9 now found under Ont. Reg. 79/10, s. 228.	N/A	N/A		120

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.

Title: Date:

Date of Report: (if different from date(s) of inspection).

*B. Susmit*  
*Feb. 24/11*