



**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 sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**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**

London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300

Bureau régional de services de
London
130 avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300

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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Mar 6, 2016	2016_415190_0006	025828-15	Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT 8TH FLOOR MISSISSAUGA ON L5R 4B2

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

BLENHEIM COMMUNITY VILLAGE
10 MARY AVENUE P.O. BOX 220 BLENHEIM ON N0P 1A0

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

SANDRA FYSH (190)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): February 23, 2015

Inspector #635 and Inspector #636 also participated in this inspection.

This inspection was related to a complaint regarding food quality.

During the course of the inspection, the inspector(s) spoke with the Administrator, Assistant Director of Care, Food Service Manager, Dietary Aides and residents. The Inspectors also conducted a tour of the home and observed the dining room and servery areas.

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

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

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

Specifically failed to comply with the following:

s. 72. (6) The licensee shall ensure that the home has, (b) institutional food service equipment with adequate capacity to prepare, transport and hold perishable hot and cold food at safe temperatures; and O. Reg. 79/10, s. 72 (6).

Findings/Faits saillants :

1. The licensee has failed to ensure that there was institutional food service equipment

with adequate capacity to hold perishable hot food at safe temperatures.

During an observation of the dining room on February 23, 2016, dietary aide #101 confirmed that the steam table located in the servery was not functioning. The Food Service Manager confirmed that it had been inoperable for at least one week and that alternate methods of holding hot foods had been put in place.

The Captain Burger was served from a crock pot that was transported from the kitchen. The crock pot insert was the wrong size for the crock pot itself. The minced fish, pureed fish and mashed potatoes were served from metal containers that were placed in hot water in an electric skillet.

During an observation of the lunch meal on February 23, 2016, it was observed that the hot foods were not at temperatures recommended by Hazard Analysis Critical Control Point (HACCP).

HACCP recommends that hot foods be served at a minimum temperature of 140F.

The temperatures of the lunch menu items were taken by Dietary Aide #101 and were as follows for the lunch meal on February 23, 2016:

Captain Burger (Fish) - 70.1F

Minced Fish - 91.3

Pureed Fish - 88.2

Mashed Potatoes - 95.1

Potato Wedges - 72.1

In order to plate the food appropriately, the Dietary Aide had to obtain the food items from various areas of the servery, crossing back and forth with other Dietary Aides creating congestion in the area.

Dietary Aide #101 confirmed that they were not able to add any extra crock pots or skillets due to power restrictions. The two crockpots were plugged into a power bar that was then plugged into an extension cord, that ran across the servery to the outlet across the room.

The Administrator and Food Service Manager confirmed that the steam table has been out of service for at least one week. This steam table was also inoperable and was repaired approximately six months ago. They are waiting for approval for repairs/replacement from their Corporate Office. [s. 72. (6) (b)]



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Issued on this 6th day of March, 2016

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

Original report signed by the inspector.