



**Ministry of Health and  
Long-Term Care**

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

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

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Health System Accountability and  
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**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jan 22, 2013	2013_168202_0003	T-1314-12	Complaint

**Licensee/Titulaire de permis**

SPECIALTY CARE INC  
400 Applewood Crescent, Suite 110, VAUGHAN, ON, L4K-0C3

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

BLOOMINGTON COVE  
13621 Ninth Line, Stouffville, ON, L4A-7X3

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

VALERIE JOHNSTON (202)

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



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

This inspection was conducted on the following date(s): January 04, 07, 08, 09, 10, 11, 2013

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Assistant Director of Care, Director of Dietary Services, Registered Nursing Staff, Personal Support Workers, Dietary Aides, Housekeeping Staff, Residents

During the course of the inspection, the inspector(s) observed the provision of care to residents, observed meal services, reviewed clinical records, reviewed housekeeping and food service worker daily job routines, reviewed the home's food service worker time and attendance schedule

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Dining Observation

Personal Support Services

Sufficient Staffing

Findings of Non-Compliance were found during this inspection.

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

Legend	Legendé
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



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. 77. Food service workers, minimums**

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

**s. 77. (1) Every licensee of a long-term care home shall ensure that there are sufficient food service workers for the home to meet the minimum staffing hours as calculated under subsection (2) for,**

**(a) the preparation of resident meals and snacks; O. Reg. 79/10, s. 77 (1).**

**(b) the distribution and service of resident meals; O. Reg. 79/10, s. 77 (1).**

**(c) the receiving, storing and managing of the inventory of resident food and food service supplies; and O. Reg. 79/10, s. 77 (1).**

**(d) the daily cleaning and sanitizing of dishes, utensils and equipment used for resident meal preparation, delivery and service. O. Reg. 79/10, s. 77 (1).**

**Findings/Faits saillants :**



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1. The licensee failed to ensure that there are sufficient food service workers for the home to meet the minimum staffing hours as calculated under subsection (2) for, (a) the preparation of resident meals and snacks; (b) the distribution and service of resident meals; (c) the receiving, storing and managing of the inventory of resident food and food service supplies; and (d) the daily cleaning and sanitizing of dishes, utensils and equipment used for resident meal preparation, delivery and service.[s.77. (1)]

During the course of this inspection observations were conducted during meal services on January 04, 07, 08, 09, 10, and 11, 2013 revealed:

-On January 07, 2013 at 10:00 hours in Country Home Area dining room, 7 residents were in the process of completing their breakfast meal. There were large spills of coffee/tea and milk beneath resident wheelchairs at tables #3,#5 and #7. Staff were observed transporting residents in and out of the dining room as other residents were walking in through large spills of milk, coffee and water.

-January 09, 2013 at 09:00 hours resident #003 spilled a bowl of cereal and milk onto the dining room beneath his/her wheelchair. A Personal Support Worker (PSW) alerted the Dietary Aide (DA) while serving the breakfast meal of the large spill. The (DA) stopped serving foods to the other residents in the dining room and proceeded to bring out a mop and bucket and cleaned the floor beneath resident #003. The (DA) placed the mop and bucket away after the clean up and continued to serve the breakfast meal service.

An interview with direct care staff revealed that cleaning dining room floors is the responsibility of the Dietary Aides. Interviews with Dietary Aides confirmed that they are responsible for cleaning all 4 dining rooms in the home by spot mopping after each meal and deep cleaning with a mop daily.

The required calculated minimum food service staffing hours for the home each week is 352 hours. A review of the food service staffing schedule for the week of January 04, 2013-January 10, 2013 revealed the on site food service worker hours to be 333 hours. An interview with the Director of Dietary Services (DDS) confirmed that Dietary Aides are directed to spot mop the dining room floor after each meal and deep clean each dining room once per day with a mop and bucket. The (DDS) indicated in an interview that the time allocated to deep clean and spot mop the dining room floors is 15 minutes per dining room, total 1 hour per day. Cleaning floors is not included in the definition of food service workers under s.77(1)(2)of the regulations, therefore the actual time of on-site hours dedicated to food service preparation is 326 hours which is 26 hours less per week than required. [s. 77. (1)]



***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 there are sufficient food service workers for the home to meet the minimum staffing hours as calculated under subsection (2)for, for, (a) the preparation of resident meals and snacks; (b) the distribution and service of resident meals; (c) the receiving, storing and managing of the inventory of resident food and food service supplies; and (d) the daily cleaning and sanitizing of dishes, utensils and equipment used for resident meal preparation, delivery and service, to be implemented voluntarily.***

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**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights**

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

**s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

**5. Every resident has the right to live in a safe and clean environment. 2007, c. 8, s. 3 (1).**

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**Findings/Faits saillants :**

1. The licensee failed to ensure that the resident's right to live in a safe and clean environment has been fully respected and promoted. [s.3.(1)5]

On January 07, 2013 at 10:00 hours in Country Home Area dining room, 7 residents were observed to be in the process of completing their breakfast meal. There were large spills of coffee/tea and milk beneath resident wheelchairs at tables #3,#5 and #7. Staff were observed transporting residents in and out of the dining room through the large spills and some residents were walking into the dining room through the large spills of milk, coffee and water on the floor. Staff interviews revealed that spills of fluid that occur during meal service are to be left and are to be cleaned by the Dietary staff. [s. 3. (1) 5.]



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**WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 73. Dining and snack service**

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

**s. 73. (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:**

**4. Monitoring of all residents during meals. O. Reg. 79/10, s. 73 (1).**

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**Findings/Faits saillants :**

1. The licensee failed to ensure that residents are monitored during meals, including residents eating in locations other than dining areas. [s.73.(1) 4].

On January 07, 2013 at 13:30 resident #002 was observed to be in the dining room on Country Home area sitting at a table with 1/2 cup of juice, 1/2 bowl of dessert and 1/4 sandwich on the floor. Resident was observed to be alone in the dining room with no staff present on January 07, 2013 at 13:30 hours. [s. 73. (1) 4.]

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**Issued on this 28th day of January, 2013**

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