



**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**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 28, 2017	2017_640601_0010	034864-16	Complaint

Licensee/Titulaire de permis

Omni Health Care Limited Partnership on behalf of 0760444 B.C. Ltd. as General Partner

2020 Fisher Drive Suite 1 PETERBOROUGH ON K9J 6X6

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

BURNBRAE GARDENS LONG TERM CARE RESIDENCE
320 BURNBRAE ROAD EAST P.O. BOX 1090 CAMPBELLFORD ON K0L 1L0

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

KARYN WOOD (601)

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): April 10, 11, 12 and 13, 2017.

Complaint log #034864-16 related to concerns of the cleanliness of the main kitchen.

During the course of the inspection, the inspector(s) spoke with the Administrator, Cook and Dietary Aides.

Also during the inspection, the Inspector toured the kitchen, reviewed the licensee's Food Service and Nutrition Management, Food Safety and Infection Control policy and the cleaning schedules posted in the kitchen.

**The following Inspection Protocols were used during this inspection:
Dining Observation**

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. (7) The licensee shall ensure that the home has and that the staff of the home comply with,
(c) a cleaning schedule for the food production, servery and dishwashing areas.
O. Reg. 79/10, s. 72 (7).

Findings/Faits saillants :

1. The licensee has failed to ensure that there was a daily cleaning schedule for the food



production area, the servery area, dishwasher area and the staff failed to comply with the cleaning schedule.

Inspector #601 reviewed Complaint log #034864-16 that was reported to the Ministry of Health and Long-Term Care (MOHLTC).

The complainant indicated that the main kitchen of the Long Term Care Home had not been cleaned. The complainant indicated that they were concerned with the condition of the main kitchen.

On April 10, 2017 at approximately 1400 hours, Inspector #601 observed the main kitchen and identified that some identified kitchen equipment had a dried white film residue. Inspector #601 also observed the kitchen floors to be faded and worn, the floors and baseboards had dried crusted debris.

During an interview on April 10, 2017, Dietary Aide #102, #103 and the Cook indicated that they were responsible to clean the entire kitchen area including the floors and equipment located in the kitchen. They also indicated the required daily and weekly cleaning of the kitchen area was not always being completed as scheduled.

On April 11, 2017 at approximately 0950 hour, the Administrator and Inspector #601 observed the kitchen environment. The Administrator indicated that the kitchen area did have areas that did not appear clean and that the cleaning schedule was not being followed according to the licensee's Food Service and Nutrition Management, Food Safety and Infection Control policy.

On April 11, 2017 at approximately 1300 hour, Inspector #601 reviewed the Food Service and Nutrition Management, Food Safety and Infection Control policy #NC-4.1, Cleaning Schedule dated January 2014:

Purpose:

- To reduce the risk of food borne illness and cross-contamination
- To maintain a clean and sanitary work environment.
- To ensure scheduled cleaning duties are completed as assigned.
- To ensure all areas of the food production and storage area are regularly cleaned.

Policy:



- All areas of kitchen and food storage areas shall be included on a cleaning schedule. This includes but is not limited to walls, floors, ceiling, fans and fan covers, windows screens, walk-in fridge/freezer, under and behind equipment, baseboards, etc.
- Cleaning duties shall be signed off upon completion by person performing duty.
- Daily cleaning schedules shall include daily, weekly and monthly cleaning duties to be completed by dietary staff.
- Deep cleaning schedules shall include monthly, quarterly, semi or bi-annual and annual cleaning duties to be completed by dietary, maintenance and housekeeping staff.
- Cleaning schedules shall be reviewed and revised annually.

Procedure:

1. Review and revise schedules annually.
2. Post both cleaning schedules in kitchen.
3. Included cleaning duties in job routines.
4. Ensure cleaning schedules are signed off when duties are completed.
5. Coordinate with other departments as necessary.
6. Maintain cleaning records for one year.

Responsibilities:

- It is the responsibility of all staff to complete and sign off cleaning duties as assigned.
- It is the responsibility of the Nutritional Care Manager to ensure cleaning duties and deep cleaning is completed as per cleaning and deep cleaning schedules.
- It is the responsibility of the Administrator to monitor for compliance.

On April 11, 2017 at approximately 1325 hour, Inspector #601 reviewed the Weekly Cleaning schedule for assigned tasks for a one and a half month period and identified that the assigned tasks were not being signed off as cleaned on a weekly basis.

During an interview on April 11, 2017 at approximately 1330 hour, the Administrator indicated that the daily cleaning schedule had not been posted in the main kitchen and the dietary staff including the Nutritional Care Manager (NCM) had not been signing off the daily and weekly assigned cleaning duties upon completion.

The cleaning schedule was not being completed as assigned or signed for as specified in the Service and Nutrition Management, Food Safety and Infection Control policy #NC-4.1. [s. 72. (7) (c)]



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Issued on this 28th day of April, 2017

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

Original report signed by the inspector.