

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Ottawa District

347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Public Report

Report Issue Date: May 26, 2025

Inspection Number: 2025-1488-0004

Inspection Type:
Critical Incident

Licensee: Centre d'Accueil Roger Seguin

Long Term Care Home and City: Centre d'Accueil Roger Seguin, Clarence Creek

INSPECTION SUMMARY

The inspection occurred on May 14, 15, and May 20, 21, 2025.

The following intakes were inspected:

- Intake #00144464 related to an outbreak.
- Intake #00145583 related to an unexpected death of resident.

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

Resident Care and Support Services
Infection Prevention and Control

INSPECTION RESULTS

COMPLIANCE ORDER CO #001 Housekeeping

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 93 (2) (b) (iii)

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Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

(iii) contact surfaces;

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

The licensee shall:

1. Review and revise the home's written policies and procedures in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices, to ensure clear staff direction for cleaning and disinfection of contact surfaces.
2. Retrain all housekeeping staff on the home's written policies developed for cleaning and disinfection of contact surfaces in accordance with manufacturer's specifications for cleaning products used in the home.
3. Maintain a written record of all training provided, including the content covered, date, the person providing this training and the names of the persons that attended this training.
4. Document three weekly audits alternating resident areas, to ensure the housekeeping staff, clean and disinfect contact surfaces in accordance to the revised policy and procedures. These audits will include name and signature, date, time, location, staff name conducting these audits and corrective actions taken if required. These audits will commence the date of issue of this order and should be performed until such time the Ministry of Long-Term Care has deemed that the licensee has complied with this order.

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Grounds

The licensee has failed to comply with the home's housekeeping program when two housekeeping staff indicated they diluted product for high touch surface cleaning and disinfection.

In accordance with O. Reg 246/22, s. 11 (1) (b), the licensee is required to ensure that written policies developed for the housekeeping program were complied with. Specifically, the home's housekeeping policy and manufacturer's specifications indicated the housekeeping staff are not to dilute their contact surface cleaner and sanitization product obtained from the wall stand mixer. Two housekeeping staff indicated they diluted the contact surface product after it was dispensed from the wall stand mixer for contact surface cleaning in multiple areas in the home.

Sources: Observations of the contact surface product bottles and pails used in the home; review of the housekeeping policy and manufacturer's specifications for their contact surface product and their contact surface product label; interviews with housekeeping staff and the Environmental Services Supervisor (ESS).

This order must be complied with by July 4, 2025

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

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If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor

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Director

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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.