



**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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ième} étage
Hamilton ON L8P 4Y7

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Telephone: 905-546-8294
Facsimile: 905-546-8255

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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
February 18, 2011	2011-165-1056-18feb122254	Follow up H-00410

Licensee/Titulaire

Revera Long Term Care Inc.
55 Standish court 8th floor
Mississauga, ON
L5R 4B2

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

Dover Cliffs Long Term Care Centre
501 St. George Street
Port Dover, ON
N0A 1N0

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

Tammy Szymanowski

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a follow up inspection.

During the course of the inspection, the inspector spoke with: administrator, food service manager, dietary staff, and a nursing staff member.

During the course of the inspection, the inspector: observed am nourishment, observed food production, reviewed menu and recipes.

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

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

1 WN
1 CO: CO # 001

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 O.Reg.79/10 s. 71(2)(b) The licensee shall ensure that each menu, provides for a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canada's Food Guide as it exists from time to time.

Findings:

1. The home's current menu does not meet the recommended number of vegetable and fruit servings (7) per day for identified days in keeping with Canada's Food Guide. The menu only includes on average 4-5 servings of vegetable and fruit per day.
2. The current menu does not include a vegetable listed for the supper meals on identified days.
3. The current menu does not include a dessert listed for the supper meal for an identified day. The previous dessert listed was plums but has been removed from the menu.
4. Menu substitutions were not comparable for example cookies were substituted for blackberries and jello was substituted for plums.
5. The home's current menu does not provide the recommended number of meat and alternative servings per day in keeping with Canada's Food Guide. Both entrees (ham and cheese sandwiches and fettuccine alfredo) for the lunch meal did not provide the required amount of meat and alternative servings. The sandwich only provided 13.5g of ham and 17g of cheese and their was no meat or alternative served with the fettuccini alfredo which did not provide the recommended serving size of meat or alternative serving. As a result, Canada's food guide for meat and alternatives was not provided for the day.
6. Menu items listed on the home's current menu do not always support the required serving sizes of meat and alternatives as per Canada's Food Guide. Recipes for turkey dressing casserole only provides 58.5g of turkey per serving and the chicken rice casserole only provides 40.2g of chicken (as indicated in the home's recipes) and as a result would not meet Canada's Food Guide for recommended servings of meat and alternatives for identified days.
7. The home's current menu shows a lack of variety of foods, for example, pudding is served four times in three days.

Inspector ID #: 165

Additional Required Actions

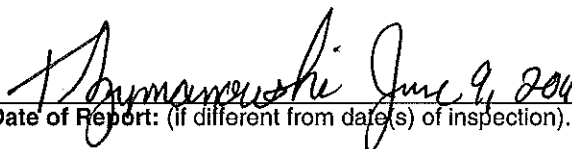
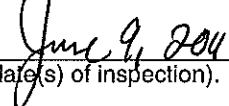
CO # - 001 # was served on the licensee. Refer to the "Order(s) of the Inspector" form.



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



Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the
Long-Term Care Homes Act, 2007, S.O. 2007, c.8

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
Name of Inspector:	Tammy Szymanowski	Inspector ID # 165
Log #:	H-00410	
Inspection Report #:	2011-165-1056-18feb122254	
Type of Inspection:	Follow up to CIS	
Date of Inspection:	February 18, 2011	
Licensee:	Revera Long Term Care Inc.	
LTC Home:	Dover Cliffs Long Term Care Centre	
Name of Administrator:	Pauline Lyne	

To Revera Long Term Care Inc., you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (b)
Pursuant to: O.Reg.79/10 s.71(2)(b) The licensee shall ensure that each menu provides for a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canada's Food Guide as it exists from time to time.			
Order: The licensee shall develop and submit a plan to ensure that the menu provides for a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canada's Food Guide and shall implement the plan. The plan shall be submitted to Tammy Szymanowski, Ministry of Health and Long-Term Care, Performance Improvement and Compliance Branch, 119 King St. W. 11 th floor, Hamilton, ON, L8P 4Y7 by February 22, 2011.			
Grounds:			
<ul style="list-style-type: none"> The home's current menu does not meet the recommended number of vegetable and fruit servings (7) per day in keeping with Canada's Food Guide. The menu only includes on average 4 – 5 servings of vegetable and fruit per day. The current menu does not include a vegetable listed for the supper meals on identified days. 			

- The current menu does not include a desert listed for an identified supper meal. The previous dessert listed was plums but has been removed from the menu.
- Menu substitutions were not comparable for example cookies were substituted for blackberries and jello was substituted for plums.
- The home's current menu does not provide the recommended number of meat and alternative servings per day in keeping with Canada's food guide. Both entrees (ham and cheese sandwiches and fettuccine alfredo) for the lunch meal served did not provide the required amount of meat and alternative and as a result the daily menu did not provide the recommended number of meat and alternative servings.
- Menu items listed on the home's current menu do not always support the required serving sizes of meat and alternatives as per Canada's food guide. Recipes for turkey dressing casserole and chicken rice casseroles would not meet the required amount of meat and alternative and as a result would not meet the recommended serving of meat and alternative for the identified days.
- The home's current menu shows a lack of variety of foods, for example, pudding is served four times in three days.

This order must be complied with by:

Immediately

REVIEW/APEAL INFORMATION

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

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 was served on the Licensee.

The written request for review must include,

- (a) the portions of the order 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 or by fax upon:

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not



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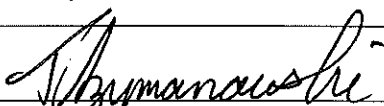
connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2

Fax: 416-327-7603

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

Issued on this 18 day of February, 2011.	
Signature of Inspector:	
Name of Inspector:	Tammy Szymanowski
Service Area Office:	Hamilton Service Area Office