



**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  
Performance Division  
Performance Improvement and  
Compliance Branch

Hamilton Service Area Office  
119 King Street West, 11th Floor  
HAMILTON, ON, L8P-4Y7  
Telephone: (905) 546-8294  
Facsimile: (905) 546-8255

Bureau régional de services de  
Hamilton  
119, rue King Ouest, 11<sup>ème</sup> étage  
HAMILTON, ON, L8P-4Y7  
Téléphone: (905) 546-8294  
Télécopieur: (905) 546-8255

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>
Apr 8, 2014	2014_190159_0010	H-000954- 13H-000955 -13	Follow up

**Licensee/Titulaire de permis**

DEVONSHIRE ERIN MILLS INC.  
195 DUFFERIN AVENUE, SUITE 800, LONDON, ON, N6A-1K7

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

ERIN MILLS LODGE NURSING HOME  
2132 DUNDAS STREET WEST, MISSISSAUGA, ON, L5K-2K7

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

ASHA SEHGAL (159)

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



**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**

**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): March 31, April 2, 2014**

**Log#H-000954-13, H-000955-13, H-000956-13**

**During the course of the inspection, the inspector(s) spoke with President of the Residents' Council, residents, Administrator, Director of Care, Assistant Director of Care, Registered Nursing Staff (RN/RPN), Personal Support Workers (PSWs), Quality Improvement Manager, Food Services Supervisor, Kitchen Manager (Retirement Home) and dietary staff.**

**During the course of the inspection, the inspector(s) observed and reviewed food production, reviewed menus, reviewed Food Committee, Resident and Family Council meeting minutes and observed dining service in all home areas.**

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

**Dining Observation  
Food Quality  
Quality Improvement**

**Findings of Non-Compliance were found during this inspection.**



**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. (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to,  
(a) preserve taste, nutritive value, appearance and food quality; and O. Reg. 79/10, s. 72 (3).

**Findings/Faits saillants :**



1. The licensee did not ensure that all food and fluids are prepared, stored and served using methods which preserves, taste, nutritive value, appearance and food quality.

On March 31, 2014 food items served for texture modified menu did not preserve the same level of quality as the menu items for the regular menu. The consistency of the pureed stuffed bell peppers served to residents was runny on the plate. The cook confirmed that the frozen out sourced product was used. The staff stated the directions were not followed, the stuffed peppers were cooked in the steamer and pureed, however, the written directions on the food container were to defrost the product overnight in the refrigerator and cook it in the oven to a 60 degree Celsius temperature. Recipes available for preparing texture modified menu items were not adjusted and modified for the portion sizes and the method of preparation. Examples: Recipe for pureed buns was not modified for the portion sizes/number of servings required. The consistency of the pureed buns was thick and sticky. The staff involved in food preparation confirmed the recipes did not provide clear direction in the preparation of menu items. Discussions held with the Food Service Supervisor and the Kitchen Manager validated that some recipes were not modified/adjusted. On April 2, 2014 the planned menu served to residents consisted of cream of mushroom soup, french toast, syrup, frozen strawberries, breakfast sausages, and lemon cake. The french toast was dry, sausages overcooked and burnt. The consistency of the minced french toast was more of pureed texture. A layer of fat was noted on the surface of the minced sausages packed into a steam table pan, the minced entrée served was runny on the plate. The prepared product served was liquefied, which reduces nutritive values, compromises taste, appearance and increases the residents risk for choking. The actions of staff influenced food quality and did not provide for a consistent product. [s. 72. (3) (a)]

***Additional Required Actions:***

***CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector".***

---

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning**

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

**s. 71. (4) The licensee shall ensure that the planned menu items are offered and available at each meal and snack. O. Reg. 79/10, s. 71 (4).**



---

**Findings/Faits saillants :**

1. The licensee did not ensure that the planned menu items were offered and available at each meal and snack.  
On April 2, 2014 at approximately 1320 hours a staff person (PSW) was observed serving a tray to #0001 resident in their room. The identified resident was served lunch meal but no beverages. The PSW interviewed stated resident's family provides the water, therefore beverages were not served with the meal. Although the planned menu and the home's hydration policy RNC03-03-05 dated 2012 indicated to offer 2 x 125 milliliter(ml)milk, 125 ml water, a choice of hot beverage, tea/coffee 140 ml. The planned menu items were not offered to the resident. Interview with the Administrator and the Food Services Supervisor confirmed the staff did not comply with the planned menu. [s. 71. (4)]

---

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/  
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**

**COMPLIED NON-COMPLIANCE/ORDER(S)  
REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:**

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 s. 71. (2)	CO #003	2013_190159_0030	159
O.Reg 79/10 s. 71. (4)	CO #002	2013_190159_0030	159



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

Issued on this 8th day of April, 2014

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

*Charles [unclear] for Asha Sehgal*



Ministry of Health and  
Long-Term Care

Ministère de la Santé et  
des Soins de longue durée

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*

Ordre(s) de l'inspecteur  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

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

**Public Copy/Copie du public**

---

Name of Inspector (ID #) /  
Nom de l'inspecteur (No) : ASHA SEHGAL (159)

Inspection No. /  
No de l'inspection : 2014\_190159\_0010

Log No. /  
Registre no: H-000954-13H-000955-13

Type of Inspection /  
Genre  
d'inspection: Follow up

Report Date(s) /  
Date(s) du Rapport : Apr 8, 2014

Licensee /  
Titulaire de permis : DEVONSHIRE ERIN MILLS INC.  
195 DUFFERIN AVENUE, SUITE 800, LONDON, ON,  
N6A-1K7

LTC Home /  
Foyer de SLD : ERIN MILLS LODGE NURSING HOME  
2132 DUNDAS STREET WEST, MISSISSAUGA, ON,  
L5K-2K7

Name of Administrator /  
Nom de l'administratrice  
ou de l'administrateur : MARY WHALEN

---

To DEVONSHIRE ERIN MILLS INC., you are hereby required to comply with the following order(s) by the date(s) set out below:



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

**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

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

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8





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

**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

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

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

---

**Order # /**  
**Ordre no :** 001      **Order Type /**  
**Genre d'ordre :** Compliance Orders, s. 153. (1) (b)

**Linked to Existing Order /**  
**Lien vers ordre**      2013\_190159\_0030, CO #001;  
**existant:**

**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 72. (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to,  
(a) preserve taste, nutritive value, appearance and food quality; and  
(b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).

**Order / Ordre :**

The licensee shall prepare, submit and implement a plan that outlines how the home shall ensure that:

- a) recipes are available and followed for all food items including textured modified foods.
- b) recipes are adjusted and modified for the quantities and the portion sizes required.
- c) the same level of quality is provided for all food items prepared for textured modified menu.

The plan is to be submitted electronically to Long Term Care homes Inspector  
Asha Sehgal @ontario.ca May 5, 2014

**Grounds / Motifs :**



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

**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*

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

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

1. Previously issued November 7, 2013, as a compliance order  
The licensee did not ensure that all food and fluids are prepared, stored and served using methods which preserves, taste, nutritive value, appearance and food quality.

On March 31, 2014 food items served for texture modified menu did not preserve the same level of quality as the menu items for the regular menu. The consistency of the pureed stuffed bell peppers served to residents was runny on the plate. The cook confirmed that the frozen out sourced product was used. The staff stated the directions were not followed, the stuffed peppers were cooked in the steamer and pureed, however, the written directions on the food container were to defrost the product overnight in the refrigerator and cook it in the oven to a 60 degree Celsius temperature. Recipes available for preparing texture modified menu items were not adjusted and modified for the portion sizes and the method of preparation. Examples: Recipe for pureed buns was not modified for the portion sizes/number of servings required. The consistency of the pureed buns was thick and sticky. The staff involved in food preparation confirmed the recipes did not provide clear direction in the preparation of menu items. Discussions held with the Food Service Supervisor and the Kitchen Manager validated that some recipes were not modified/adjusted.

On April 2, 2014 the planned menu served to residents consisted of cream of mushroom soup, french toast, syrup, frozen strawberries, breakfast sausages, and lemon cake. The french toast was dry, sausages overcooked and burnt. The consistency of the minced french toast was more of pureed texture. A layer of fat was noted on the surface of the minced sausages packed into a steam table pan, the minced entrée served was runny on the plate. The prepared product served was liquefied, which reduces nutritive values, compromises taste, appearance and increases the residents risk for choking. The actions of staff influenced food quality and did not provide for a consistent product.

(159)

**This order must be complied with by /**

**Vous devez vous conformer à cet ordre d'ici le :** May 05, 2014



Ministry of Health and  
Long-Term Care

Ministère de la Santé et  
des Soins de longue durée

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

Ordre(s) de l'inspecteur  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

### **REVIEW/APPEAL 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 services for the Licensee.

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

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
Fax: 416-327-7603



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

**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

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

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

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 tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the Director

Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON M5S 2T5

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance  
Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
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](http://www.hsarb.on.ca).



Ministry of Health and  
Long-Term Care

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*

Ministère de la Santé et  
des Soins de longue durée

Ordre(s) de l'inspecteur  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

## RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL

### PRENDRE AVIS

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au:

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11<sup>e</sup> étage  
Ontario, ON  
M5S-2B1  
Fax: 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.



Ministry of Health and  
Long-Term Care

Ministère de la Santé et  
des Soins de longue durée

**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*

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire  
Commission d'appel et de révision  
des services de santé  
151, rue Bloor Ouest, 9e étage  
Toronto (Ontario) M5S 2T5

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la  
conformité  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11e étage  
Ontario, ON  
M5S-2B1  
Fax: 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Issued on this 8th day of April, 2014**

**Signature of Inspector /  
Signature de l'inspecteur :**

**Name of Inspector /  
Nom de l'inspecteur :** ASHA SEHGAL

**Service Area Office /  
Bureau régional de services :** Hamilton Service Area Office