



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 prévue
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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
May 23, 2019	2019_520622_0009	000235-18, 027333-18	Complaint

Licensee/Titulaire de permis

Extendicare (Canada) Inc.
3000 Steeles Avenue East Suite 103 MARKHAM ON L3R 4T9

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

Extendicare Cobourg
130 New Densmore Road COBOURG ON K9A 5W2

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

HEATH HEFFERNAN (622), CATHI KERR (641)

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): May 6, 7, 8, 9, 10, 2019

The following logs were completed during this inspection:

Log #000235-18 and Log #027333-18 for a complaints related to resident care and services.

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), the Program Manager, the Nutrition Manager, a Registered Nurse (RN), a Registered Practical Nurse (RPN)/RAI Coordinator, Personal Support Workers (PSW), a Cook, a Dietary Aide, an Activation Aide, family and residents.

Also during the course of the inspection, the inspectors reviewed health records, staff schedules, applicable complaint reports, the licensee's complaint investigation documents, applicable dietary accounts payable documentation, Human Resource records, the Licensee's policies titled; Food Preparation #NC-07-13, updated November 2016, Complaints and Customer Service #RC-11-01-04, updated January 2016, the Staffing Contingency Plan revised October 16, 2018, the Working Short Plan updated August 2018 and observed dining and meal service.

The following Inspection Protocols were used during this inspection:

Dining Observation

Falls Prevention

Food Quality

Reporting and Complaints

Sufficient Staffing

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>Légende</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,
(b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).



Findings/Faits saillants :

1. The licensee has failed to ensure that all food and fluids in the food production system are prepared, stored, and served using methods to prevent adulteration, contamination and food borne illness.

A review of an anonymous complaint to the licensee dated a specified date contained an attached picture which had been posted on the internet on showing cook #105 in the home's kitchen holding a large pan size rice crispy square to their open mouth with their hands. The anonymous complaint alleged that the food in the picture would be served to residents in the home.

During an interview with inspector #622 on May 8, 2019, cook #105 reviewed the picture dated a specified date which depicted them holding the large pan size rice crispy square to their open mouth with their hands. When asked by inspector #622 what method was used to prevent adulteration, contamination and food borne-illness within the home, Cook #105 stated they follow the direction of Hazard Analysis and Critical Control Points (HACCP) and their food handler's course which is renewed routinely. Inspector #622 asked Cook #105 if they were following direction that would prevent adulteration, contamination and food borne-illness when they had picked the rice crispy square up with their hands and held it to their mouth and Cook #105 said no.

During an interview with inspector #622 on May 9, 2019, the Nutrition Manager #106 stated that food safety is an everyday practice, the dietary staff follow the training from the food handler's course and also training on Surge Learning. The Nutrition Manager #106 stated that hand-washing is stressed all the time. Inspector #622 and the Nutrition Manager reviewed the picture of cook #105 that had been posted on the internet on the specified date. The Nutrition Manager #106 stated that cook #105 was not following direction from the food handler's course and the licensee's policy and procedure. Cook #105 should never have picked the rice crispy square up with their hands. Nutrition Manager #106 stated that this was an infection control concern, normally the rice crispy squares would be placed on a cutting board and the cook would use a knife to portion them out. [s. 72. (3) (b)]



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Issued on this 24th day of May, 2019

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

Original report signed by the inspector.