



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

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

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

**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**

**Division de la responsabilisation et de la
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Aug 4, 2015	2015_346133_0024	O-002086-15	Complaint

Licensee/Titulaire de permis

NEW ORCHARD LODGE LIMITED
3000 STEELES AVENUE EAST SUITE 700 MARKHAM ON L3R 9W2

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

EXTENDICARE WEST END VILLA
2179 ELMIRA DRIVE OTTAWA ON K2C 3S1

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

JESSICA LAPENSEE (133)

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): July 7, 8, 9 - 2015 (on-site)

During the course of the inspection, the inspector(s) spoke with the Support Services Manager, members of housekeeping services, registered and non-registered nursing staff, and residents.

While in the home, the inspector also reviewed the Material Safety Data Sheets for Swish Oven Cleaner, Swish Stainless Steel Cleaner and Ecolab Eco Shine, as provided to the inspector by the Support Services Manager. Off site, the inspector spoke with a representative of Swish Maintenance Limited.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Housekeeping**

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. 87. Housekeeping Specifically failed to comply with the following:

s. 87. (2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for, (d) addressing incidents of lingering offensive odours. O. Reg. 79/10, s. 87 (2).

Findings/Faits saillants :

1. The licensee has failed to comply with O. Reg. 79/10, s. 87 (2) (d) in that the licensee failed to ensure that procedures were developed and implemented for addressing



incidents of lingering offensive odors that resulted from the use of identified cleaning products for the April - May 2015 bedroom door kick plate cleaning project.

On May 2nd, 2015, a complaint was made to the Ministry of Health and Long Term Care (MOHLTC) Action Line about the home's practice of using aerosol oven cleaner and aerosol stainless steel polish to clean the bottom of resident bedroom doors (kick plates), that morning, on the third floor unit. The complainant indicated that there was a very strong odor from the cleaning products, that some residents were coughing, and that the Registered Practical Nurse on the unit was wearing a face mask.

On July 7th, 2015, inspector #133 began the on-site complaint inspection. The home's Support Services Manager (SSM) explained that the kick plates were being cleaned on May 2nd, 2015, to get the home ready for the accreditation survey, which was scheduled for the week of May 4th, 2015. The SSM explained that the kick plate cleaning project had begun in April 2015, with expectation that the unit housekeepers would clean a few each day, in order to minimize accumulation of odor. The SSM explained that extra housekeeping staff were brought in over the weekend of May 2nd, 2015, to finish project cleaning throughout the home, which included the kick plates. The SSM explained that the hallway floors had been refinished in early April, and as a result there had been accumulation of floor wax on the kick plates. The SSM indicated that he had discussed this with the home's chemical supplier, who had suggested the use of oven cleaner followed by stainless steel cleaner. The SSM explained that the aerosol oven cleaner and the aerosol stainless steel cleaner had been trialed on kick plates on doors on the main floor, and he had concluded that the odor was not of concern. The SSM explained that the hallways are supplied with fresh air from roof top air handling units, and he therefore considered the hallways to be adequately ventilated for use of these products. The SSM explained that he had been in the home the weekend of May 2nd, 2015, to help housekeeping and maintenance staff complete the project work, and that at no time on that weekend, or at any other time, had he received a complaint about the odor from the cleaning chemicals being used on the kick plates.

On July 7th, 2015, at 2:20pm, inspector #133 met with the Registered Practical Nurse (RPN), staff # S100, who was working the day shift on the third floor on May 2nd, 2015. The RPN explained that on that morning, at approximately 8:30am, she was stationed at her medication (med) cart outside of bedroom #351 when one housekeeper started to clean the kick plate on bedroom door #351 and another housekeeper started to clean the kick plate on bedroom door #358, across the hallway. The RPN explained that the housekeepers, neither of which were the unit's full time housekeeper, were both wearing



a mask as they applied the cleaning products. The RPN said the odor from the cleaning products was very strong and caused her to experience immediate irritation in her throat and to cough non-stop, so she put on a face mask that she had in her med cart. The RPN said that at the same time, resident # 001, who has respiratory issues, came to see her at the med cart and started coughing once there, so the RPN had resident #001 move away from the area, into the dining room. The RPN explained that residents were beginning to go to the dining room for breakfast at the time, and staff ensured that none of the residents lingered in the hallway due to the strong odor in the area of bedroom #351 and #358. The RPN indicated that there had also been a visitor that morning, who had stopped at the med cart to talk to her, and who had also started coughing due to the strong lingering odor in the area. The RPN said that she asked the housekeepers to stop using the products because the odor was too strong. The RPN explained that she had seen the unit's full time housekeeper cleaning kick plates on previous days, but assumed the housekeeper was using different products, as she had not been bothered by the odors. She also noted that in the past, she had not been stationed in the immediate area in which the products were being used. The RPN said that the unit's full time housekeeper had been using a product in a trigger spray bottle, in addition to an aerosol can, whereas the housekeepers on May 2nd, 2015, were both using two aerosol products.

Inspector #133 was informed by the home's Support Services Manager that the full time housekeeper on the third floor was sensitive to the aerosol stainless steel cleaner and was provided with a water based metal polish, which was less odorous.

On July 9th, 2015, inspector #133 spoke with a housekeeper, staff # S101, on the fourth floor. The housekeeper confirmed that she had used the aerosol oven cleaner and stainless steel cleaner on the kick plates. The housekeeper informed that on the fourth floor, all of the bedroom door kick plates were cleaned over the course of three days. She said that the odor from the cleaning products was terrible, and that residents and nurses had complained about the strong odor. The housekeeper indicated that she had worn a mask while using the cleaning chemicals.

On July 9th, 2015, inspector #133 spoke with a part time housekeeper, staff #S102, on the third floor unit. The housekeeper confirmed that she had used the aerosol oven cleaner and stainless steel cleaner on the kick plates. She explained that she had worn a mask and the odor from the cleaning products had not bothered her, but that personal support workers and nurses had made comments about how strong the odor had been. She said she did not recall any residents having a problem when she was using the



cleaning products.

On July 9th, 2015, inspector #133 spoke with resident # 002, in their bedroom, on the fifth floor. The resident told the inspector that he/she did remember staff cleaning the kick plate on his/her bedroom door. The resident explained that he/she was in his/her bedroom at the time, and that there was a strong odor in the bedroom that caused him/her to cough. The resident said that the bedroom door was closed, and the bedroom window was not open. The resident said that he/she doesn't normally cough like that, that it was like a tickle/irritation in his/her throat, which lasted the day. The resident said it was an on and off cough, not a continuous cough.

On July 9th, 2015, inspector #133 spoke with resident #003, who resides on the third floor. The resident told the inspector that he/she did remember staff cleaning the kick plates on bedroom doors on their unit. The resident told the inspector that housekeeping staff were using oven cleaner on the kick plates, and that the fumes were very bad, that it was a very strong and distinct odor. The resident explained that he/she is very sensitive to chemicals, and that the odor from the oven cleaner made his/her eyes tear up more than they usually do. [s. 87. (2) (d)]

Issued on this 7th day of August, 2015

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

Original report signed by the inspector.