

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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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Jul 17, 2019	2019_665551_0012	006548-19, 011099- 19, 011323-19	Complaint

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**Licensee/Titulaire de permis**

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

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

Extendicare West End Villa  
2179 Elmira Drive OTTAWA ON K2C 3S1

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

MEGAN MACPHAIL (551)

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**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): June 19, 20, 21, 24, 25, 26, 27 and 28, 2019.**

**The following logs were inspected:**

**006548-19 related to concerns about food quality,**

**011099-19 related to concerns about the care of a resident.**

**011323-19 related to concerns about the care of a resident.**

**During the course of the inspection, the inspector(s) spoke with Registered Dietitians, the Dietary Manager, a Housekeeper, the Hairdresser, the Social Worker, Personal Support Workers, Registered Nursing Staff, the Director of Care and the Administrator.**

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

**Continence Care and Bowel Management**

**Food Quality**

**Nutrition and Hydration**

**Personal Support Services**

**Reporting and Complaints**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**1 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>

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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning  
Specifically failed to comply with the following:**

**s. 71. (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,  
(c) includes alternative choices of entrees, vegetables and desserts at lunch and dinner; O. Reg. 79/10, s. 71 (1).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the menu cycle included alternate choices of entrees and vegetables.

On March 18, 2019 at dinner, residents on the third (3rd) floor were offered ham, mashed potatoes and a vegetable pick of the day. The alternates of cod, scalloped potatoes and peas were not offered.

On March 19, 2019 at lunch and dinner, residents on the 3rd and fifth (5th) floors were not offered alternate choices of entrees and vegetables.

From March 20 to 27, 2019, at lunch and dinner, residents on the 3rd, fourth (4th) and 5th floors were not offered alternate choices of entrees and vegetables.

According to the Administrator, the decision was made to offer a limited menu due to an enteric outbreak in the home.

[log 006548-19] [s. 71. (1) (c)]

***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the menu cycle includes alternate choices of entrees and vegetables, to be implemented voluntarily.***

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Issued on this 19th day of July, 2019

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

**Original report signed by the inspector.**