

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Central West District**

609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

**Original Public Report**

<b>Report Issue Date:</b> February 8, 2024	
<b>Inspection Number:</b> 2024-1601-0001	
<b>Inspection Type:</b> Critical Incident	
<b>Licensee:</b> Corporation of the County of Grey	
<b>Long Term Care Home and City:</b> Grey Gables Home for the Aged, Markdale	
<b>Lead Inspector</b> Kim Byberg (729)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): February 6, and 7, 2024.

The following intake(s) were inspected in this Critical Incident (CI) inspection:  
-Intake: #00102135, related to COVID-19 outbreak management and the infection prevention and control program

The following intake(s) were completed in this CI inspection:  
-Intake: 00103422, related to COVID-19 outbreak management and the infection prevention and control program

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

Infection Prevention and Control

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## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Infection prevention and control program

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 102 (2) (b)**

Infection prevention and control program

s. 102 (2) The licensee shall implement,

(b) any standard or protocol issued by the Director with respect to infection prevention and control. O. Reg. 246/22, s. 102 (2).

The licensee has failed to ensure that the standard issued by the Director with respect to Infection Prevention and Control (IPAC), was complied with.

#### **Rationale and Summary**

A resident was placed on enhanced additional precautions for an infection. The signage outside their room stated that gowns, gloves, masks, and eye protection were to be worn when within two meters of the resident.

A registered staff member was observed to be providing care and treatment to the resident without wearing the recommended eye protection.

According to the IPAC Standard for Long-Term Care Homes (LTCHs) dated April 2022, section 9.1, the licensee shall ensure that routine practices and additional

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precautions were followed in the IPAC program. At minimum, additional precautions shall include: additional personal protective equipment (PPE) requirements including appropriate selection, application, removal and disposal.

The registered staff member stated they should have been wearing eye protection when providing care to the resident.

When staff do not wear PPE as required, the risk of infection transmission increases throughout the home.

**Sources:** Observations during the inspection, interview with registered staff and IPAC lead, review of the residents' progress notes, and the home's policy # IX-G-10.70 for additional precautions revised April 2023.  
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