

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Ottawa District**  
347 Preston Street, Suite 420  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559  
ottawadistrict.mlrc@ontario.ca

## Original Public Report

<b>Report Issue Date:</b> November 29, 2022	
<b>Inspection Number:</b> 2022-1154-0001	
<b>Inspection Type:</b> Critical Incident System	
<b>Licensee:</b> Gem Health Care Group Limited	
<b>Long Term Care Home and City:</b> Groves Park Lodge, Renfrew	
<b>Lead Inspector</b> Susan Lui (178)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

## INSPECTION SUMMARY

The Inspection occurred on the following date(s):  
October 4-6, 2022.

The following intake(s) were inspected:

- Intake: #00006561[CI: 2646-000006-22] regarding a fall with injury.

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

Falls Prevention and Management  
Infection Prevention and Control

## INSPECTION RESULTS

### Non-Compliance Remedied

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**Non-compliance** was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

**NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)**

O.Reg. 246/22, s. 102 (7) 11.

During a lunch meal in the dining room, staff #103 and staff #104 removed used dishes and uneaten food from one resident, then fed or served food to a second resident without performing hand hygiene in between.

After the writer spoke to the two staff members regarding the lack of hand hygiene, both immediately cleaned their hands.

The Infection Prevention and Control (IPAC) Lead #101 indicated that it is the expectation and part of the home's hand hygiene program that staff clean their hands after clearing used dishes and before serving food.

During subsequent meal service observations, all staff, including staff #103 and staff #104 cleaned their hands between removing used dishes and serving food to other residents.

Sources: observations of a lunch meal; interviews with IPAC Lead #101.

[178]

Date Remedy Implemented: October 6, 2022



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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