

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

**Rapport d'inspection en vertu  
de la Loi de 2007 sur les  
foyers de soins de longue  
durée**

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

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

Central West Service Area Office  
1st Floor, 609 Kumpf Drive  
WATERLOO ON N2V 1K8  
Telephone: (888) 432-7901  
Facsimile: (519) 885-2015

Bureau régional de services de Centre  
Ouest  
1e étage, 609 rue Kumpf  
WATERLOO ON N2V 1K8  
Téléphone: (888) 432-7901  
Télécopieur: (519) 885-2015

**Amended Public Copy/Copie modifiée du rapport public**

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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>
Jan 12, 2022	2021_890758_0018 (A1) (Appeal\Dir#: DR# 157)	013885-21	Follow up

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**Licensee/Titulaire de permis**

2063412 Ontario Limited as General Partner of 2063412 Investment LP  
302 Town Centre Blvd. Suite 300 Markham ON L3R 0E8

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

Creedan Valley Care Community  
143 Mary Street Creemore ON L0M 1G0

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

Amended by Alain Plante (Director) - (A1)(Appeal\Dir#: DR# 157)

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**Amended Inspection Summary/Résumé de l'inspection modifié**

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**NOTE: This report has been revised to reflect a decision of the Director on a review of the Inspector's order(s): CO#001.  
The Director's review was completed on January 12, 2022.  
Order(s) was/were rescinded and substituted with a Director Order to reflect the Director's review DR# 157.  
A copy of the Director Order is attached.**

**Issued on this 12nd day of January, 2022 (A1)(Appeal\Dir#: DR# 157)**

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

**Original report signed by the inspector.**

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

Amended by Alain Plante (Director) - (A1)(Appeal/Dir# DR# 157)

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**Amended Inspection Summary/Résumé de l'inspection**

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durée**

**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): November 5, and November 8-9, 2021.**

**The following intake was completed as part of this inspection:**

**Log #013885-21, follow up to CO #001 from inspection #2021\_781729\_0019, related to the infection prevention and control program.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director, Director of Care (DOC), Associate Director of Care (ADOC)/Infection Prevention and Control (IPAC) Lead, Registered Practical Nurses (RPNs), Personal Support Workers (PSW), Resident Care Assistants (RCA), housekeeping staff, and residents.**

**During this inspection, inspector(s) observed staff to resident interactions, meal and nourishment services and infection prevention and control practices. They also reviewed clinical records, the home's policies and procedures, and documents pertinent to the inspection.**

**The following Inspection Protocols were used during this inspection:  
Infection Prevention and Control**

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

- 1 WN(s)**
- 0 VPC(s)**
- 1 CO(s)**
- 1 DR(s)**
- 0 WAO(s)**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<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. 229. Infection prevention and control program**

**Specifically failed to comply with the following:**

**s. 229. (4) The licensee shall ensure that all staff participate in the implementation of the program. O. Reg. 79/10, s. 229 (4).**

**Findings/Faits saillants :**

**Inspection Report under  
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durée**

1. Compliance order #001, related to r. 229(4) of O. Reg. 79/10 from inspection #2021\_781729\_0019, issued August 31, 2021, with a compliance due date of October 1, 2021, is being re-issued as follows:

The licensee has failed to ensure that staff participated in the implementation of the home's infection prevention and control (IPAC) program in relation to resident hand hygiene practices.

On March 17, 2020, the Premier of Ontario and Cabinet issued a COVID-19 emergency in the Province of Ontario under the Emergency Management and Civil Protection Act. On March 22, 2020, Directive #3 was issued and revised on July 16, 2021, to all Long-Term Care Homes (LTC Homes) under the Long-Term Care Homes Act (LTCHA), 2007, under section 77.7 of the Health Protection and Promotion Act (HPPA) R.S.O. 1990, c H.7 by the Chief Medical Officer of Health (CMOH) of Ontario. An urgent requirement was made for LTC Homes to implement measures to protect residents, staff and visitors, including adherence to hand hygiene practices.

A) The home's hand hygiene policy stated staff were to wash resident's hands before and after eating.

On a particular day, during the snack service, a staff member did not provide or encourage two residents with hand hygiene before they received their drinks. One day later, during the snack service, a different staff member did not provide or encourage three residents with hand hygiene before they received their snacks and drinks.

The home's IPAC Lead said that residents should be provided with hand hygiene before and after they receive their nourishment.

Sources: observations of the snack service, the home's hand hygiene policy, and interviews with the home's IPAC Lead and other staff.

B) Public Health Ontario (PHO) Provincial Infectious Diseases Advisory Committee (PIDAC), Best Practices for Hand Hygiene in All Health Care Settings, documented the preferred method for hand hygiene when hands were not visibly soiled was using an alcohol-based hand rub (ABHR) containing 70 to 90 per cent alcohol.

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The home's hand hygiene policy, indicated that if hands were visibly soiled and running water was not available, moistened towelettes should be used to remove the visible soil, followed by the use of ABHR.

On two separate occasions during the lunch meal service, seven residents were assisted with hand hygiene using alcohol-free wipes, before they started eating and fourteen residents, after they finished eating.

On a particular day, during the breakfast meal service, three residents were assisted with hand hygiene using alcohol-free wipes, after they finished eating.

Two staff members said they were to use alcohol-free wipes for residents who could not sanitize their hands by themselves or if the residents preferred to use the wipes instead of alcohol-based hand rub.

The IPAC Hub Practitioner from Northern Central Region said the products for hand hygiene should contain a minimum concentration of 70 per cent alcohol to effectively destroy microorganisms and these products should be used when hands were not visibly soiled. They also said alcohol-free wipes could be used to remove visible soil from hands, followed by the use of ABHR or wipes containing at least 70 per cent alcohol.

The home's IPAC Lead acknowledged that the use the alcohol-free wipes did not sanitize residents' hands as required.

Sources: observations of breakfast and lunch meal service, Public Health Ontario (PHO) Provincial Infectious Diseases Advisory Committee (PIDAC), Best Practices for Hand Hygiene in All Health Care Settings, 4th edition, April 2021, the home's hand hygiene policy, Directive #3 (July 2021) and interviews with the IPAC Hub Practitioner, the home's IPAC Lead, and other staff members. [s. 229. (4)]

***Additional Required Actions:***

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**(A1)(Appeal/Dir# DR# 157)**

**The following order(s) have been rescinded / Le/les ordre(s) suivants ont été  
annulés: CO# 001**

***DR # 001 – The above written notification is also being referred to the Director  
for further action by the Director.***

**Issued on this 12nd day of January, 2022 (A1)(Appeal/Dir# DR# 157)**

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

**Original report signed by the inspector.**



**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term  
Care Homes Act, 2007*, S.O.  
2007, c. 8

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou de  
l'article 154 de la *Loi de 2007 sur les  
foyers de soins de longue durée*, L.O.  
2007, chap. 8

Long-Term Care Operations Division  
Long-Term Care Inspections Branch  
Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée

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**Name of Inspector (ID #) /  
Nom de l'inspecteur (No) :** Amended by Alain Plante (Director) - (A1)  
(Appeal/Dir# DR# 157)

**Inspection No. /  
No de l'inspection :** 2021\_890758\_0018 (A1)(Appeal/Dir# DR# 157)

**Appeal/Dir# /  
Appel/Dir#:** DR# 157 (A1)

**Log No. /  
No de registre :** 013885-21 (A1)(Appeal/Dir# DR# 157)

**Type of Inspection /  
Genre d'inspection :** Follow up

**Report Date(s) /  
Date(s) du Rapport :** Jan 12, 2022(A1)(Appeal/Dir# DR# 157)

**Licensee /  
Titulaire de permis :** 2063412 Ontario Limited as General Partner of  
2063412 Investment LP  
302 Town Centre Blvd., Suite 300, Markham, ON,  
L3R-0E8

**LTC Home /  
Foyer de SLD :** Creedan Valley Care Community  
143 Mary Street, Creemore, ON, L0M-1G0

**Name of Administrator /  
Nom de l'administratrice  
ou de l'administrateur :** Sadie Friesner

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**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term  
Care Homes Act, 2007*, S.O.  
2007, c. 8

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou de  
l'article 154 de la *Loi de 2007 sur les  
foyers de soins de longue durée*, L.O.  
2007, chap. 8

To 2063412 Ontario Limited as General Partner of 2063412 Investment LP, you are hereby required to comply with the following order(s) by the date(s) set out below:

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term  
Care Homes Act, 2007*, S.O.  
2007, c. 8

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou de  
l'article 154 de la *Loi de 2007 sur les  
foyers de soins de longue durée*, L.O.  
2007, chap. 8

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**(A1)(Appeal/Dir# DR# 157)**

**The following order(s) have been rescinded / Le/les ordre(s) suivants ont été  
annulés:**

**Order # /** 001                      **Order Type /**  
**No d'ordre :**                      **Genre d'ordre :** Compliance Orders, s. 153. (1) (a)

**Linked to Existing Order/** 2021\_781729\_0019, CO #001;  
**Lien vers ordre existant :**

**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 229. (4) The licensee shall ensure that all staff participate in  
the implementation of the program. O. Reg. 79/10, s. 229 (4).

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term  
Care Homes Act, 2007*, S.O.  
2007, c. 8

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou de  
l'article 154 de la *Loi de 2007 sur les  
foyers de soins de longue durée*, L.O.  
2007, chap. 8

**REVIEW/APPEAL INFORMATION**

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this (these) Order(s) in accordance with section 163 of the Long-Term Care Homes Act, 2007.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for services for the Licensee.

The written request for review must be served personally, by registered mail, commercial courier or by fax upon:

Director  
c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8th Floor  
Toronto, ON M7A 1N3  
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing, when service is made by a commercial courier it is deemed to be made on the second business day after the day the courier receives the document, and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the Long-Term Care Homes Act, 2007. The HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term  
Care Homes Act, 2007*, S.O.  
2007, c. 8

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou de  
l'article 154 de la *Loi de 2007 sur les  
foyers de soins de longue durée*, L.O.  
2007, chap. 8

Health Services Appeal and Review Board and the Director

Attention Registrar  
Health Services Appeal and Review Board  
151 Bloor Street West, 9th Floor  
Toronto, ON M5S 1S4

Director  
c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8th Floor  
Toronto, ON M7A 1N3  
Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Order(s) of the Inspector**

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section 154 of the *Long-Term  
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2007, c. 8

**Ordre(s) de l'inspecteur**

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2007, chap. 8

**RENSEIGNEMENTS RELATIFS AUX RÉEXAMENS DE DÉCISION ET AUX  
APPELS**

**PRENEZ AVIS :**

Le/la titulaire de permis a le droit de faire une demande de réexamen par le directeur de cet ordre ou de ces ordres, et de demander que le directeur suspende cet ordre ou ces ordres conformément à l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée.

La demande au directeur doit être présentée par écrit et signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au/à la titulaire de permis.

La demande écrite doit comporter ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le/la titulaire de permis souhaite que le directeur examine;
- c) l'adresse du/de la titulaire de permis aux fins de signification.

La demande de réexamen présentée par écrit doit être signifiée en personne, par courrier recommandé, par messagerie commerciale ou par télécopieur, au :

Directeur  
a/s du coordonnateur/de la coordonnatrice en matière d'appels  
Direction de l'inspection des foyers de soins de longue durée  
Ministère des Soins de longue durée  
438, rue University, 8<sup>e</sup> étage  
Toronto ON M7A 1N3  
Télécopieur : 416-327-7603

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section 154 of the *Long-Term  
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2007, c. 8

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l'article 154 de la *Loi de 2007 sur les  
foyers de soins de longue durée*, L.O.  
2007, chap. 8

Quand la signification est faite par courrier recommandé, elle est réputée être faite le cinquième jour qui suit le jour de l'envoi, quand la signification est faite par messagerie commerciale, elle est réputée être faite le deuxième jour ouvrable après le jour où la messagerie reçoit le document, et lorsque la signification est faite par télécopieur, elle est réputée être faite le premier jour ouvrable qui suit le jour de l'envoi de la télécopie. Si un avis écrit de la décision du directeur n'est pas signifié au/à la titulaire de permis dans les 28 jours de la réception de la demande de réexamen présentée par le/la titulaire de permis, cet ordre ou ces ordres sont réputés être confirmés par le directeur, et le/la titulaire de permis est réputé(e) avoir reçu une copie de la décision en question à l'expiration de ce délai.

Le/la titulaire de permis a le droit d'interjeter appel devant la Commission d'appel et de révision des services de santé (CARSS) de la décision du directeur relative à une demande de réexamen d'un ordre ou des ordres d'un inspecteur ou d'une inspectrice conformément à l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée. La CARSS est un tribunal autonome qui n'a pas de lien avec le ministère. Elle est créée par la loi pour examiner les questions relatives aux services de santé. Si le/la titulaire décide de faire une demande d'audience, il ou elle doit, dans les 28 jours de la signification de l'avis de la décision du directeur, donner par écrit un avis d'appel à la fois à :

la Commission d'appel et de révision des services de santé et au directeur

À l'attention du/de la registrateur(e)  
Commission d'appel et de révision  
des services de santé  
151, rue Bloor Ouest, 9e étage  
Toronto ON M5S 1S4

Directeur  
a/s du coordonnateur/de la coordonnatrice en matière  
d'appels  
Direction de l'inspection des foyers de soins de longue durée  
Ministère des Soins de longue durée  
438, rue University, 8e étage  
Toronto ON M7A 1N3  
Télécopieur : 416-327-7603

À la réception de votre avis d'appel, la CARSS en accusera réception et fournira des instructions relatives au processus d'appel. Le/la titulaire de permis peut en savoir davantage sur la CARSS sur le site Web [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Issued on this 12nd day of January, 2022 (A1)(Appeal/Dir# DR# 157)**

**Signature of Inspector /  
Signature de l'inspecteur :**

**Name of Inspector /  
Nom de l'inspecteur :**

Amended by Alain Plante (Director) - (A1)  
(Appeal/Dir# DR# 157)

**Order(s) of the Inspector**

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**Service Area Office /  
Bureau régional de services :**

Central West Service Area Office