



**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**

**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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## **Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Feb 21, 2017	2017_632502_0002	035265-16	Complaint

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### **Licensee/Titulaire de permis**

341822 ONTARIO INC  
28 HALTON STREET TORONTO ON M6J 1R3

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

MAYNARD NURSING HOME  
28 HALTON STREET TORONTO ON M6J 1R3

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

JULIENNE NGONLOGA (502)

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

**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): February 8, 9, 10, 2017.**

**During the course of the inspection, the inspector(s) spoke with the Director of Care, Registered Practical Nurse, Personal Support Workers, Food Service Supervisor, Dietary Aide, Housekeeping Aide, Laundry Aide, Bookkeeping, Life Enrichment Manager, and Life Enrichment Aide.**

**Ad-hoc notes were used during this inspection.**



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

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 78. Food service workers, training and qualifications**  
**Specifically failed to comply with the following:**

**s. 78. (2) The licensee shall cease to employ as a food service worker a person who was required to be enrolled in a program described in subsection (1) if,**

- (a) in the case of a program referred to in clause (1) (a), the person ceases to be enrolled in the program or fails to successfully complete the program within three years of being hired; or**
- (b) in the case of a program referred to in clause (1) (c), the registration of the person's training agreement is cancelled, suspended or revoked, or the person fails to receive his or her statement of successful completion of a program under the Apprenticeship and Certification Act, 1998, or certificate of successful completion of a program under the Ontario College of Trades and Apprenticeship Act, 2009, as the case may be,**
  - (i) within three years of being hired, in the case of an apprenticeship program in the trade of Assistant Cook, or**
  - (ii) within five years of being hired, in the case of an apprenticeship program in the trade of Cook or Institutional Cook.**

**Findings/Faits saillants :**



1. The licensee has failed to ensure that a Food Service Worker, who fails to successfully complete the Food Service Worker training program within three years of being hired, cease to be employed.

On an identified date, the Ministry of Health and Long-Term Care received an anonymous complaint. As result, staff personal files were reviewed.

Review of staff #110's personal file revealed he/she was hired as a Dietary Aide in the home in an identified year, with proof of enrollment in Food Service Worker Program at Centennial College on the same year, the expectation was to successfully complete the program within three years. On a specified date, the Food Service Supervisor had sent a letter to remind staff #110 to complete the Food Service Worker Certificate by the end of the specified year, which is third years after the date of hire.

Further review of staff #110's personal file failed to reveal an ongoing enrollment in the Food Service Worker Certificate program or proof of completion of the above mentioned program.

Review of the Dietary Department Schedule for a specified period of time, revealed that staff #110 had been scheduled for ten shifts.

The inspector was not able to interview the staff as he/she was not available during the inspection.

Interview with Food Service Supervisor and DOC confirmed that staff #110 had not completed the required Food Service Worker Certificate at the time of the inspection, as the home extended the period outlined in the Long-Term Care Home Act. [s. 78. (2) (a)]



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**Issued on this 22nd day of February, 2017**

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

**Original report signed by the inspector.**