

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

Ottawa District  
347 Preston Street, Suite 410  
Ottawa, ON, K1S 3J4  
Telephone: (877) 779-5559

## Original Public Report

Report Issue Date: November 19, 2024

Inspection Number: 2024-1286-0006

Inspection Type:  
Complaint

Licensee: Land O'Lakes Community Services

Long Term Care Home and City: Pine Meadow Nursing Home, Northbrook

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 12 - 14, and 18 - 19, 2024

The following intake(s) were inspected:

- Intake: #00129403 - Complaint regarding care and infection control.
- Intake: #00130053 - Complaint regarding care and staffing.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services  
Infection Prevention and Control  
Staffing, Training and Care Standards

## INSPECTION RESULTS

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## 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 a standard issued by the Director with respect to infection prevention and control was complied with.

In accordance with additional requirement 9.1 (b) under the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (April, 2022), the licensee has failed to ensure that Routine Practices were followed in the IPAC program, specifically related to the completion of hand hygiene by staff members.

Sources: Observations made by Inspector on November 12 and 14, 2024