

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

Report Issue Date: March 26, 2024	
Inspection Number: 2024-1112-0002	
Inspection Type: Critical Incident	
Licensee: Revera Long Term Care Inc.	
Long Term Care Home and City: Pinecrest Manor, Lucknow	
Lead Inspector Yami Salam (000688)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 19 - 20, 2024
The inspection occurred offsite on the following date(s): March 21, 2024

The following intake(s) were inspected:

- Intake: #00107370 - Related to Outbreak

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 infection prevention and control (IPAC) standard issued by the Director was followed by staff.

The Infection Prevention and Control (IPAC) Standard for Long Term Care Homes revised September 2023 (IPAC Standard) section 10.2 (c) related to resident hand hygiene stated that the hand hygiene program for residents shall include assistance to residents to perform hand hygiene before meals.

Rationale and Summary:

Inspector observed a dining service and noted that multiple residents were not offered hand hygiene before their meal.

A Personal Support Workers (PSW) stated that they were in rush and did not provide hand hygiene to the residents that they assisted to the dining room.

IPAC Manager stated that staff are expected to offer hand hygiene for the residents prior to their meal.

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By not performing hand hygiene, there was an increased risk of disease transmission among the residents and staff.

Sources: Lunch observation, Routine Practices and Additional Precautions-Resident Hand Hygiene Policy IPC2_O10-14-ON-LTC ; last revised: March 31, 2023, and interviews with PSW, IPAC Manager and other staff. [000688]