



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

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

**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>
Jun 2, 2017	2017_590554_0011	004163-17	Complaint

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

Omni Health Care Limited Partnership on behalf of 0760444 B.C. Ltd. as General Partner

2020 Fisher Drive Suite 1 PETERBOROUGH ON K9J 6X6

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

SPRINGDALE COUNTRY MANOR  
2698 CLIFFORD LINE R. R. #5 PETERBOROUGH ON K9J 6X6

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

KELLY BURNS (554)

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



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

**This inspection was conducted on the following date(s): April 12, 13, 19-21, and April 24-26, 2017**

**Summary of Intake:**

**1) Complaint - allegations of improper storage and service of food, and improper cleaning of dietary equipment.**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Environmental Services Manager, Maintenance Manager, On-Call Maintenance Personnel, Life Enrichment Coordinator, Registered Nurse(s), Registered Practical Nurse(s), Personal Support Worker(s), Cook, and Dietary Aide (s).**

**During the course of the inspection, the inspector toured the long-term care home, observed a meal service, nutritional snack service and an identified recreational program; reviewed a food purchase order (for an identified date), weekly menus, production and preparation records, registered, non-registered and dietary staff time schedules, maintenance work invoices, and reviewed licensee policies and procedures, specifically, Cold Storage, Thawing Food Safely and Manual Ware Washing.**

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

**Dining Observation**

**Food Quality**

**Resident Charges**

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

**2 WN(s)**

**2 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<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>Legendé</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. 72. Food production**

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

**s. 72. (7) The licensee shall ensure that the home has and that the staff of the home comply with,**  
**(a) policies and procedures for the safe operation and cleaning of equipment related to the food production system and dining and snack service; O. Reg. 79/10, s. 72 (7).**

**Findings/Faits saillants :**



1. The licensee failed to ensure that policies for the safe operation and cleaning of equipment, for the food production system and dining and snack service are complied with.

The licensee's policy, Manual Ware Washing (#NC-5.18) states that the purpose of the policy is to provide direction as to the safe and effective cleaning and sanitizing of kitchen equipment manually using the 'Triple Sink Method'. The Triple Sink Method will be used with larger and heavier soiled items, as well as during loss of operation of mechanical dishwashing machine.

The policy, Manual Ware Washing (#NC-5.18) directs the following:

- Triple Sink Washing Area must be properly stocked and equipped with garbage receptacle, rubber spatula to scrap plates, clock with second hand, detergent and sanitizer, sanitizer strips and a rack for air drying;
- Washing area must have clearly visible signage demonstrating proper cleaning instructions
- Washing area must have clearly visible chart depicting proper chemical concentration, water temperature and submersion time;
- Water in all three compartments must be checked and replaced frequently to ensure proper temperature and chemical concentration;
- Wash items in the first sink with identified detergent at least 45 degrees Celsius or hotter. Change water when temperature falls below minimum standard, or soap suds are no longer present;
- Rinse items in second sink filled with clear water at least 45 degrees Celsius or hotter;
- Place items in third sink to sanitize. Water must be between 45-49 degrees Celsius and contain at least 100mg/L of identified sanitizer for two minutes;
- Place items on drying rack and allow to air dry. Do not towel dry.

Maintenance Manager indicated, to the inspector, that an emergency call was placed to a contracted service provider, on an identified date by the On-Call Maintenance Person, and that the emergency call was place due to the grease interceptor in the kitchen being plugged. Maintenance Manager further indicated another contracted service provider, attended the long-term care home the next day, as a Follow Up to the Emergency Call. Maintenance Manager indicated that if the grease interceptor was backed up that the dishwasher and sinks in the kitchen would be unusable until the repairs were complete. Invoices for Emergency Service by both contracted service providers were provided to the inspector.



The On-Call Maintenance Person indicated, to the inspector, that he/she arrived at the long-term care home on the above indicated date to find that the grease trap had backed up, rendering the dishwasher unusable, until repaired.

Staff #060 indicated, to the inspector, on that he/she has been employed as a Dietary Aide at the long-term care home for an identified number of years, and that his/her role includes, cleaning and sanitizing of equipment, which includes dishes, utensils and other items. Staff #060 indicated awareness of policies and procedures, specific to equipment cleaning daily and for times when kitchen equipment is not operational, using the Triple Sink Method.

Staff #060 indicated, to the inspector, that there was a date in February 2017 when the dishwasher and kitchen sink were not in use due to a malfunction of some sort. Staff #060 indicated that he/she loaded a cart with the soiled dishware and took them to the front kitchen where he/she cleaned and dried the dishware by hand. Staff #060 indicated that the front kitchen was the area by the nursing station where residents ate their meals.

The front kitchen, which functions as a satellite dining area, in the long-term care home, was observed by the inspector during this inspection, this area has a single sink and has no visible signage demonstrating proper cleaning instructions, charts depicting proper chemical concentration, water temperature and or submersion times.

Staff #063, Staff #062 and the Environmental Services Manager, who is covering for the Nutritional Care Manager, indicated to the inspector, that the front kitchen area is a dining area and not equipped to safely and effectively clean and sanitize dishware.

The Environmental Services Manager indicated that Staff #060 would not have been following the licensee's policy, Manual Ware Washing, when he/she washed and dried dishes by hand as he/she (Staff #060), indicated to the inspector. [s. 72. (7) (a)]



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***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure there is a process in place and monitored, ensuring that policies for the safe operation and cleaning of equipment, for the food production system and dining and snack service are complied with, to be implemented voluntarily.***

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**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 245. Non-allowable resident charges**

The following charges are prohibited for the purposes of paragraph 4 of subsection 91 (1) of the Act:

1. Charges for goods and services that a licensee is required to provide to a resident using funding that the licensee receives from,
  - i. a local health integration network under section 19 of the Local Health System Integration Act, 2006, including goods and services funded by a local health integration network under a service accountability agreement, and
  - ii. the Minister under section 90 of the Act. O. Reg. 79/10, s. 245.
2. Charges for goods and services paid for by the Government of Canada, the Government of Ontario, including a local health integration network, or a municipal government in Ontario. O. Reg. 79/10, s. 245.
3. Charges for goods and services that the licensee is required to provide to residents under any agreement between the licensee and the Ministry or between the licensee and a local health integration network. O. Reg. 79/10, s. 245.
4. Charges for goods and services provided without the resident's consent. O. Reg. 79/10, s. 245.
5. Charges, other than the accommodation charge that every resident is required to pay under subsections 91 (1) and (3) of the Act, to hold a bed for a resident during an absence contemplated under section 138 or during the period permitted for a resident to move into a long-term care home once the placement co-ordinator has authorized admission to the home. O. Reg. 79/10, s. 245.
6. Charges for accommodation under paragraph 1 or 2 of subsection 91 (1) of the Act for residents in the short-stay convalescent care program. O. Reg. 79/10, s. 245.
7. Transaction fees for deposits to and withdrawals from a trust account required by section 241, or for anything else related to a trust account. O. Reg. 79/10, s. 245.
8. Charges for anything the licensee shall ensure is provided to a resident under this Regulation, unless a charge is expressly permitted. O. Reg. 79/10, s. 245.

**Findings/Faits saillants :**

1. The licensee has failed to ensure that residents are not charged for goods and services that the licensee are required to provide to residents using funding received



under any agreement.

Under O. Reg. 79/10, s. 245 - The following charges are prohibited for the purposes of paragraph 4 subsection 91 (1) of the Act: Charges for goods and services that a licensee is required to provide to a resident using funding that the licensee receives from, a Local Health Integration Network under section 19 of the Local Health System Integration Act, 2006, including goods and services funded by the LHIN under a service accountability agreement, and the Minister, under section 90 of the Act.

Under LTCHA, 2007, s. 10 - Every licensee of a long-term care home shall ensure that there is an organized program of recreational and social activities for the home that meets the interests of the residents; and that the program shall include services for residents with cognitive impairments, and residents who are unable to leave their rooms.

Under LTCHA, 2007, s. 11 – Every licensee of a long-term care home shall ensure that there is, an organized program of nutrition care and dietary services for the home to meet the daily nutrition needs of the residents; and an organized program of hydration for the home to meet the hydration needs of residents. Without restricting the generality of subsection (1), every licensee shall ensure that residents are provided with food and fluids that are safe, adequate in quantity, nutritious and varied.

The licensee of long-term care homes are provided funding through the Raw Food, and the Program and Support Services envelopes which includes the provision of food, fluids and activities for residents residing in long-term care.

On a date during this inspection, the inspector observed a recreational program provided to the residents of the home by the recreational staff, called the “Sit-A-Bit” program. The recreational program was attended by approximately 15-20 residents and visitors. During this program residents and visitors were observed, by the inspector, being served beverages and desserts, by three staff. Residents and visitors were observed being charged 0.25 cents to attend the recreational program and to have a beverage and dessert served while attending the program.

A staff was heard, by the inspector, indicating to residents “it costs 0.25 cents”. A resident was heard, by the inspector, stating “I don’t have any money”. The resident was provided the beverage and dessert, but told to bring money next time.

Throughout the program, a resident was heard asking for a second dessert, at which





time one of the staff indicated “you will have to pay another 0.25 cents”, at which time, Staff #050 indicated, “I will cover the cost, go ahead and give him/her one”.

Life Enrichment Coordinator (LEC) indicated to the inspector, that the “Sit-A-Bit” recreation program was a new program being trialled within the long-term care home, and that this was the first date that the identified program had been offered. LEC indicated that the beverages being served were from the long-term care home’s dietary department, and that the brownies were prepared by residents the week prior, using ingredients from the dietary department. LEC indicated that beverages and dessert were purchased via funding for goods and services that the licensee would have received from funding from the Minister and/or the LHIN. LEC further indicated that staff serving and assisting residents attending the “Sit-A-Bit” recreation program were scheduled to work, on the identified date, and being paid, on the said date, by the licensee, via funding for goods and services that the licensee would have received from funding from the Minister and/or the LHIN.

Life Enrichment Coordinator indicated that he/she was not aware that residents could not be charged money for food, beverages and or attendance at a recreational program, for which the licensee has received funding from the Minister and or LHIN. LEC indicated that the Administrator was aware that the “Sit-A-Bit” recreation program was a charge to residents.

The Administrator indicated to the inspector, that he/she was aware that residents were being charged a fee for attending and receiving food and beverages at the “Sit-A-Bit” recreation program.

At the time of this inspection, the Life Enrichment Coordinator was in the midst of returning monies received to residents. [s. 245. 1.]



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***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that residents are not charged for goods and services that the licensee is required to provide to residents using funding that the licensee receives from, a Local Health Integration Network under section 19 of the Local Health System Integration Act, 2006, including goods and services funded by the LHIN under a service accountability agreement, and the Minister, under section 90 of the Act, to be implemented voluntarily.***

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Issued on this 12th day of June, 2017

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

**Original report signed by the inspector.**