

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

Public Report

Report Issue Date: January 13, 2025

Inspection Number: 2025-1507-0001

Inspection Type:
Critical Incident

Licensee: The Religious Hospitallers of St. Joseph of Cornwall, Ontario

Long Term Care Home and City: St. Joseph's Continuing Care Centre, Cornwall

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): January 8, 9, 10, 13, 2025

The following intake(s) were inspected:

- Intake: #00132576 – Critical Incident (CI): 3012-000080-24 - related to alleged care neglect of a resident.
- Intake: #00134385 – Critical Incident (CI): 3012-000085-24 - related to Infection Prevention and Control (IPAC)

The following Inspection Protocols were used during this inspection:

Continence Care
Skin and Wound Prevention and Management
Infection Prevention and Control
Prevention of Abuse and Neglect

INSPECTION RESULTS

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COMPLIANCE ORDER CO #001 Infection prevention and control program

NC #001 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

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 inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (a)]:

1) Provide training to a specific registered staff on the Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes (rev. Sept. 2023) routine practices, specifically: Section 9.1 (b) related to hand hygiene (HH), including, but not limited to, at the four moments of hand hygiene (before initial resident/resident environment contact; before any aseptic procedure; after body fluid exposure risk, and after resident/resident environment contact).

2) Document and maintain a written record of the training provided, including the date(s) it was held, an overview of the topics covered, method of delivery, the name and credentials of the staff member who provided the training, the name and credentials of the staff member receiving the training, and the recipient staff's signature that they understood the training provided.

3) Perform random audits of the specific registered staff to observe them performing HH as per the four moments when providing care to residents. A minimum of four (4) audits should be conducted during the registered staff's work shifts between the receipt of this order and the compliance due date.

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4) Maintain a record of the audits completed, including date, shift time, person completing audit, observations made, and content of on-the-spot education provided and/or other corrective actions taken where required.

5) Retain all records until the MLTC has deemed this order has been complied.

Grounds

The licensee failed to ensure that the "Infection Prevention and Control Standard for Long-Term Care Homes September 2023" (IPAC Standard) Section 9.1 (b) related to hand hygiene (HH), including, but not limited to, at the four moments of hand hygiene was implemented. Specifically, a member of the registered staff failed to perform hand hygiene according to the four moments of hand hygiene between contact with several different residents.

On January 2025, registered staff was observed to provide care to several different residents during a noontime medication pass without performance of hand hygiene between resident contact. The Director of Continuous Improvement (DCI) confirmed the expectation that hand hygiene be completed between resident contact according to the four moments of hand hygiene.

Sources: Observations, Interview with Director of Continuous Improvement.
[000807]

This order must be complied with by February 28, 2025

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REVIEW/APPEAL INFORMATION

TAKE NOTICE The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). 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 or AMP was served on the licensee.

The written request for review must include:

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

The written request for review must be served personally, by registered mail, email or commercial courier 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
e-mail: MLTC.AppealsCoordinator@ontario.ca

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If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

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 an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board
Attention Registrar
151 Bloor Street West, 9th Floor



Inspection Report Under the
Fixing Long-Term Care Act, 2021

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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.