



**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**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité**

Ottawa Service Area Office
347 Preston St 4th Floor
OTTAWA ON L1K 0E1
Telephone: (613) 569-5602
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa
347 rue Preston 4^{ième} étage
OTTAWA ON L1K 0E1
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670

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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Dec 5, 2014	2014_347197_0027	O-000523-14	Complaint

Licensee/Titulaire de permis

Glen Hill Terrace Christian Homes Inc.
200 Glen Hill Drive South WHITBY ON L1N 9W2

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

STRATHAVEN LIFECARE CENTRE
264 King Street East Bowmanville ON L1C 1P9

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

JESSICA PATTISON (197)

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): November 13 and 14, 2014

During the course of the inspection, the inspector(s) spoke with the Food Service Supervisor, a Registered Nurse, Registered Practical Nurses, Personal Support Workers and residents.

The following Inspection Protocols were used during this inspection:



Dining Observation

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

- 2 WN(s)
- 0 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. 71. Menu planning
Specifically failed to comply with the following:**

s. 71. (4) The licensee shall ensure that the planned menu items are offered and available at each meal and snack. O. Reg. 79/10, s. 71 (4).

Findings/Faits saillants :

1. The licensee has failed to comply with O. Reg. 79/10, s. 71(4) in that a planned menu item was not offered at a lunch meal.

On November 13, 2014, the lunch meal was observed. The daily menu stated the following items were available:

vegetable beef soup
assorted meat plate
cucumber dill salad
potato salad
dinner roll
vanilla custard

or

grilled chicken sandwich
new england vegetables
jellied fruit salad

During the lunch observation it was noted that potato salad was not included on the assorted meat plate.

During an interview with the Food Service Supervisor on November 14, 2014, she stated that the cooks did not make the potato salad at the lunch meal on December 13, 2014 and a substitute was not provided to the residents. [s. 71. (4)]

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 72. Food
production**



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Specifically failed to comply with the following:

**s. 72. (2) The food production system must, at a minimum, provide for,
(g) documentation on the production sheet of any menu substitutions. O. Reg.
79/10, s. 72 (2).**

Findings/Faits saillants :

1. The licensee has failed to comply with O. Reg. 79/10, s. 72 (2)(g) in that menu substitutions are not documented on the production sheet.

On November 13, 2014, random production sheets were reviewed from August, September, October and November 2014. No menu substitutions were documented on the production sheets.

On November 14, 2014, the Food Service Supervisor informed the Inspector that menu substitutions were not documented on the production sheets, but rather on another form titled "Emergency Menu Changes". Some of these forms were dated with a month/year, but others had no dates and so there was no record of when the substitutions were made. [s. 72. (2) (g)]

Issued on this 5th day of December, 2014

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

Original report signed by the inspector.