

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

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

**Long-Term Care Operations Division  
Long-Term Care Inspections Branch**

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

London Service Area Office  
130 Dufferin Avenue 4th floor  
LONDON ON N6A 5R2  
Telephone: (519) 873-1200  
Facsimile: (519) 873-1300

Bureau régional de services de  
London  
130, avenue Dufferin 4ème étage  
LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Jan 6, 2020	2019_532590_0032	020682-19	Complaint

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**Licensee/Titulaire de permis**

Revera Long Term Care Inc.  
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4

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

Sumac Lodge  
1464 Blackwell Road SARNIA ON N7S 5M4

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

ALICIA MARLATT (590)

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**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): December 4 and 5, 2019.**

**During the course of the inspection, the inspector(s) spoke with the Director of Care, the Food Supervisor, five Dietary Aide's, one Housekeeper and nine residents.**

**During the course of the inspection, the inspector(s) reviewed relevant policies and procedures related to inspection topics, daily and bi-weekly cleaning schedules and the Resident's Food Committee Meeting Minutes.**

**During the course of the inspection, the inspector(s) observed infection prevention and control practices, staff and resident interactions, meal preparation and two meal services.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Housekeeping  
Dining Observation  
Food Quality**

**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>Légende</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,**  
**(b) a cleaning schedule for all the equipment; and O. Reg. 79/10, s. 72 (7).**

**s. 72. (7) The licensee shall ensure that the home has and that the staff of the home comply with,**  
**(c) a cleaning schedule for the food production, servery and dishwashing areas. O. Reg. 79/10, s. 72 (7).**

**Findings/Faits saillants :**

1. The licensee had failed to ensure that there was a cleaning schedule for all the equipment related to:
- the food production system
  - dining and snack areas
  - and that staff complied with this schedule.

A complaint was received by the Ministry of Long-Term Care (MOLTC), reporting concerns related to the lack of cleanliness in the kitchen. The complainant shared that the Dietary Aides (DA) often worked short staffed and that cleaning often did not get done due to the poor staffing levels and work load. The complainant shared that there were cleaning duties that were scheduled daily and twice weekly to be completed by the DA's.

The inspector reviewed the form titled "Daily Kitchen Cleaning Duties" for the month of October 2019. The daily kitchen cleaning duties were the cleaning, washing, rinsing and sanitization of all equipment used including: the meat slicer, microwave oven, large mixer, steamer, robot coupe, tilt kettle, every food service preparation counter, the steam wells, the stove and back splash area, fridge and freezer door handles and surfaces, compartment sinks and the hand washing station paper towel and soap dispenser. As well to be done daily was the sweeping and mopping of the kitchen floors and cleaning of the garbage bins and ensuring the garbage was kept empty. The form was missing documentation for all the above duties on October 1-6, 19, 20, 22, 25 and 31, 2019.

In an interview with DA #104 they shared that sometimes the daily cleaning duties do not get done everyday. They shared that if any daily cleaning tasks were missed on one day,

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they would ensure that it was done first the next day. If the tasks were missed again that next day, they'd just clean them the next day as scheduled. They shared that they do work short staffed often in the kitchen, however were able to work together to get the cleaning done on most days.

In an interview with DA #103 they shared that they have worked short staffed almost everyday in the kitchen for the past couple months, but they could usually get all the daily cleaning tasks done as long as nothing unusual happens. The DA shared that the daily cleaning tasks just fold over onto each other, if something specific does not get cleaned one day, it would be cleaned first the next day. The DA shared that there was a twice weekly cleaning schedule as well for the bigger stationary equipment in the kitchen, and if any cleaning on the twice weekly schedule was missed, it was usually not done until it's next scheduled cleaning. The DA shared that there was a person scheduled for the twice a week cleaning duties, but when they work short staffed, the person scheduled for cleaning duties was pulled to help cook, as serving residents was always first. When asked if the cleaner shift was rescheduled if they had to be pulled, the DA shared that they were never replaced.

In an interview with DA #106 they shared that there were daily and twice weekly cleaning schedules for the kitchen and equipment. The DA shared that they usually get everything done, but they've been working so short staffed lately that the cleaning duties have been unintentionally neglected. They shared that there used to be a person scheduled to complete the twice weekly cleaning of the bigger kitchen equipment, however when working short, they were pulled to work in the kitchen doing food preparation and assisting with meal service. The twice weekly scheduled cleaner was never rescheduled after being pulled to assist with meals, resulting in the cleaning being missed sometimes. The DA shared that they document their cleaning on the daily kitchen cleaning duty form kept in the kitchen.

In an interview with DA #105 they shared that on a regular basis, they get all the daily and twice weekly cleaning tasks done. They shared that the circumstances in the kitchen have not been regular as of late. They shared that they have been working short staffed for a couple months now, and that the cleaning duties were being missed sometimes as a result. The DA stated that they used to have a person scheduled to do the twice a week cleaning duties, but when someone calls in the cleaner person was removed from cleaning duties and was instructed to help out in the kitchen with meal service. The cleaner's shift was never replaced when they were pulled to the kitchen to help resulting in the cleaning being missed, and then not completed until the next scheduled cleaning.

The homes policy titled “Sanitation and Equipment Cleaning Plan”, last modified on December 31, 2018, stated that:

- 1) Monthly, weekly and daily cleaning schedules are available for kitchen, serveries, dining areas, food storage and dish washing areas.
- 2) Staff are trained and adheres to cleaning schedules and procedures for all equipment and small wares.
- 3) Staff will date (if required) and sign off on cleaning schedule when required cleaning is complete.

In an interview with Food Supervisor #101 they shared that they were aware of the staffing level concerns and shared that they have just hired at least five new DA's for their team that were scheduled to start orientation next week. They shared that the Daily Kitchen Cleaning Duties form was a new form that was implemented on October 7, this year, thus explaining the reason for the documentation missing from October 1 to 6, 2019. The Supervisor stated that the cleaning in the kitchen has not been the best, some days of cleaning had been missed due to the staffing levels and that they had a great team to work with. They hoped with the addition of new staff members this would help alleviate some stress for the DA's and improve workload for the workers and improved service for the residents. [s. 72. (7) (b)]

2. The licensee had failed to ensure that there was a cleaning schedule for:

- the food production areas
- servery areas, and
- dish washing areas
- and that staff complied with this schedule.

A complaint was received by the Ministry of Long-Term Care. The complainant reported a specific concern related to the condition of the anti-slip mats in the kitchen area. The complainant shared that the mat was foul smelling, was black in colour in some places from mold and dirt and often seen insects flying around the dish washing area.

This inspector toured the kitchen area to observe the anti-slip mat in question. In the kitchen there were two anti-slip mats. One mat was located by the dishwasher and the other mat was located along another sink area. The mat by the dish washing area was covering the floor drain and it was visibly two colours of brown and black. The other anti-slip mat located along another sink was actually ripped in half. DA #103 shared that it

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was so old the rubber broke in half one day when they moved the mat. The staff have placed the ripped rubber side of the mat to the inside of the sink facing the wall, so no one can trip on the ripped rubber pieces sticking out.

In an interview with DA #103 they shared that they were not aware of any regular cleaning schedule for the anti-slip mats. They said that they usually take it outside when it gets nasty and hose it down. They elaborated further, saying that this mat was gross, it smelled and was heavy and difficult to clean properly. They shared that they had reported this concern to their previous Food Supervisor but nothing was done. The DA shared that insects were no longer an issue at this time around the mat and drain, as the weather has cooled a bit and they've had pest control coming into the home regularly to flush the drains.

In an interview with DA #102 they were asked if they had any infection control concerns while working in the kitchen. They shared that they thought the mat beside the dish washer was a problem and it needed to be replaced and that they had reported this to their manager before but nothing was done about it.

In an interview with DA #105 they shared that they were not aware of any schedule for the cleaning of the anti-slip mats. They shared that they have dragged it outside a couple times themselves to wash it down, but was still pretty gross looking when they were done. The DA thought they had told their previous manager about the disgusting mat and the troubles cleaning it, but could not recall for sure.

The home had a policy available for the cleaning of the anti-slip mats. The policy was titled "Cleaning Procedure – Anti-Fatigue/Anti-Slip Mats", last modified on March 21, 2018, and it stated in part:

- 1) That the mats will be cleaned regularly to reduce the risk of cross-contamination of food and sustain a sanitary environment. The frequency was listed as daily and had specific directions for mats used in dry areas and mats used in wet areas.
- 2) Mats used in wet areas were to be cleaned using a long-handled scrub brush and hot water to rid the mat of dirt and oils. For best results, use a mild soap or detergent to clean the mat. Do not use steam, degreasers or caustic chemicals. Do not machine wash or mechanically scrub the mat.
- 3) Staff are responsible for ensuring the cleaning procedure is carried out according to the cleaning schedule and initial the schedule upon completion.

The inspector reviewed the Daily Kitchen Cleaning Duties form for the month of October 2019, looking for the anti-slip mat cleaning to be listed there. Floors were identified to be cleaned daily, floors were to be swept and mopped, however there was no mention of anti-slip mats needing to be cleaned.

In an interview with Food Supervisor #101 they shared that there was a cleaning schedule in place for the anti-slip mats, but due to the staffing concerns, that is the reason why the mats were not being cleaned regularly. [s. 72. (7) (c)]

***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 the cleaning schedules for the food production system and areas, servery areas, dining and snack areas and dish washing areas 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. 73. Dining and snack service**

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

**s. 73. (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:  
6. Food and fluids being served at a temperature that is both safe and palatable to the residents. O. Reg. 79/10, s. 73 (1).**

**Findings/Faits saillants :**

1. The licensee had failed to ensure that food and fluids were served at a temperature that was both safe and palatable to the residents.

A complaint was received by the MOLTC, identifying concerns related to the operation of the kitchen and food quality. One specific concern that was reported, was that food temperatures were not always being taken prior to serving the food to the residents. The complainant stated that multiple residents have complained to them about the temperatures of the food.



The homes' food temperature records titled "Cook's Meal Production Daily Temperature Record" for the month of October 2019, was reviewed. There were several areas that were missing food temperature documentation and there were a couple days where the records were missing, as they had not been located by the Food Supervisor.

- The food temperatures for the breakfast meal were missing on October 2, 2019.
- The food temperatures for the breakfast meal were missing on October 4, 2019.
- The food temperatures for the breakfast meal were missing on October 10, 2019.
- The food temperatures for the breakfast meal were missing on October 11, 2019.
- October 12 and 13, 2019, food temperature records were not located.
- The food temperatures for the breakfast meal were missing on October 14, 2019.
- The food temperatures for the breakfast and dinner meals were missing on October 15, 2019.
- The food temperatures for the breakfast meal were missing on October 16, 2019.
- The food temperatures for the breakfast meal were missing on October 19, 2019.
- The food temperatures for the breakfast meal were missing on October 20, 2019.
- The food temperatures for the breakfast meal were missing on October 21, 2019.
- October 24, 2019, food temperature records were not located.
- The food temperatures for the breakfast meal were missing on October 29, 2019.
- The food temperatures for the breakfast meal were missing on October 30, 2019.

In an interview with DA #105 they shared that food temperatures were supposed to be taken just prior to the service to the residents at each meal. Upon review of the daily food temperature records the DA noted that there were several missing entries for breakfast meals. They shared that the DA's usually did the breakfast temperatures and the cook usually did the lunch and supper temperatures. The DA shared that the only place they record food temperatures was on the form titled "Cooks' Meal Production Daily Temperature Record" and would be not be found documented elsewhere.

In an interview with DA #106 they shared that food temperatures were checked at each meal service; in the morning by the DA's and the lunch and dinner temperatures were taken by the cook. The temperatures were recorded on a paper document kept in the kitchen area and whoever took the temperature was responsible for ensuring it was recorded.

In an interview with DA #103 they shared that they check food temperatures when food was finished being cooked and again just before they serve food to the residents from

the steam tables. They shared that they can always go and heat things up more if they are not up to temperature or let things sit to help them cool off. They shared that food temperatures were recorded on the daily food temperature records that was a paper document.

The home's policy titled "Meal Production", with an effective date of Aug 31, 2016, stated that food temperatures were supposed to be taken throughout each meal production, holding and service to ensure menu items were served at safe and palatable temperatures and that logs would be retained on file for one year.

In an interview with Food Supervisor #101, they shared that food temperatures were to be taken as outlined by the homes Meal Production policy and that staff had not been completing this on a consistent basis as they should have. [s. 73. (1) 6.]

***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 food and fluids are served at a temperature that is both safe and palatable to the residents, to be implemented voluntarily.***

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Issued on this 6th day of January, 2020

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

**Original report signed by the inspector.**