

**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

<b>Report Issue Date:</b> August 7, 2024
<b>Inspection Number:</b> 2024-1111-0002
<b>Inspection Type:</b> Proactive Compliance Inspection
<b>Licensee:</b> Hanover Operating Inc.
<b>Long Term Care Home and City:</b> The Village Seniors Community, Hanover

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 23-25, 29-31, 2024 and August 1, 2024.

The following intake(s) were inspected:

- Intake: #00121628 related to Proactive Compliance Inspection

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Medication Management
- Food, Nutrition and Hydration
- Residents' and Family Councils
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Quality Improvement

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Residents' Rights and Choices  
Pain Management

## INSPECTION RESULTS

### Non-Compliance Remedied

**Non-compliance** was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)

**Non-compliance with: O. Reg. 246/22, s. 93 (2) (b) (i)**

Housekeeping

s. 93 (2) As part of the organized program of housekeeping under clause 19 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

(b) cleaning and disinfection of the following in accordance with manufacturer's specifications and using, at a minimum, a low level disinfectant in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices:

(i) resident care equipment, such as whirlpools, tubs, shower chairs and lift chairs,

The home failed to clean and disinfect resident care equipment, specifically, tubs and lift chairs, when they used expired disinfectant solution.

An Inspector observed a tub and lift chair cleaned and disinfected with an all-purpose disinfectant cleaner by Arjo. The cleaner expired on October of 2023.

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A staff member who disinfected the tub, was not aware it had expired and stated they were unsure how to read the expiration date. Additional expired bottles were found in the supply room. The staff member stated they would address this concern with their manager.

The following day the Director of Care informed the Inspector they have removed and replaced all expired disinfectant cleaners and have begun training their staff on how to read an expiration date.

Date Remedy Implemented: August 25, 2024