



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

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 17, 2014	2014_325568_0002	L-000255-14	Complaint

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

THE VILLAGE SENIORS COMMUNITY
101-10TH STREET, HANOVER, ON, N4N-1M9

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

DOROTHY GINTHER (568), SHARON PERRY (155)

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): April 16, 2014.

During the course of the inspection, the inspector(s) spoke with the Executive Director, Director of Care, Recreation Manager, Environmental Services Manager, 2 Housekeeping Aides, 1 Registered Practical Nurse, 2 Personal Support Workers, Recreation Assistant, Resident Council Representative and Resident.

During the course of the inspection, the inspector(s) toured resident care areas and supply rooms, observed staff and resident interactions, reviewed supply order records, and reviewed resident and family council meeting minutes.

The following Inspection Protocols were used during this inspection:



Personal Support Services

Findings of Non-Compliance were found during this inspection.

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. 91. Every licensee of a long-term care home shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times. O. Reg. 79/10, s. 91.

Findings/Faits saillants :



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1. The licensee of a long-term care home failed to ensure that all hazardous substances at the home are kept inaccessible to residents at all times.

On April 16, 2014 at 1050 hours the door to the hairdressing/physio room was propped open and there were no staff in attendance. A spray bottle of Percept disinfectant and container of Barbicide was noted. Staff confirmed that the room was unattended and was not locked. The Director of Care stated that the expectation is that the room is to be locked when staff are not in attendance. [s. 91.]

2. On April 16, 2014 at 1159 hours during a tour of the home, the shower room on B wing was found to be unlocked and unattended. An unlocked housekeeping cart was found parked in the shower room. The cart contained Ecolab bathroom cleaner, Ecolab disinfectant, High Performance Neutral floor cleaner, Process Clean Solution 5000 Oxidizing disinfectant, and odor end. At 1202 hours staff returned to the shower room for their cart. When advised that hazardous chemicals were accessible the staff indicated that the door to the shower room should have been locked.

On April 16, 2014 at 1218 hours the door to the tub room on A wing (room 18A) was found open and unattended. Two bottles of Arjo Disinfectant Cleaner IV was noted on a shelf. A staff member confirmed the door should be closed and locked.

On April 16, 2014 at 1220 hours the hairdressing / physio room door was found unlocked and the room was unattended. One spray bottle of Percept disinfectant and a container of Barbicide was noted. Staff confirmed that the room was unlocked and unattended.

On April 16, 2014 at 1318 hours the shower room door on B wing was found unlocked and unattended. A bottle of Arjo Disinfectant Cleaner IV was noted in the room on a cart. The Environmental Services Manager confirmed that the room is to be locked. [s. 91.]



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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 all hazardous substances at the home are kept inaccessible to residents at all times, to be implemented voluntarily.

Issued on this 17th day of April, 2014

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

Dorothy Ginther