



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  
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### Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Feb 7, 2013	2013_190159_0006	H-000050- 13	Complaint

#### Licensee/Titulaire de permis

ST. JOSEPH'S HEALTH SYSTEM  
56 GOVERNOR'S ROAD, DUNDAS, ON, L9H-5G7

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

ST JOSEPH'S VILLA, DUNDAS  
56 GOVERNOR'S ROAD, DUNDAS, ON, L9H-5G7

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

ASHA SEHGAL (159)

### 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): January 28, 29, 30,  
February 1, 2013

During the course of the inspection, the inspector(s) spoke with Administrator,  
Director of care, Registered Dietitian, Food Service Manager, Food Service  
Supervisor, Dietary Staff, Personal Care Aides, and residents.

During the course of the inspection, the inspector(s) Toured the kitchen,  
Observed food preparation, reviewed menus and recipes, observed dining  
service in two home areas, conducted food taste testing and reviewed home's  
policies and procedures related dietary services.

The following Inspection Protocols were used during this inspection:  
Food Quality

Findings of Non-Compliance were found during this inspection.

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records**

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

**s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,**

**(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).**

**(b) is complied with. O. Reg. 79/10, s. 8 (1).**

**Findings/Faits saillants :**



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1. The licensee did not ensure that where the Act or Regulation requires the licensee to have institute or otherwise put in place any policies and procedures, strategies, plans, or systems are in compliance with and implemented in accordance with all requirements under the Act O.Reg. 79/10, s. 8(1) (a)

The policies and procedures for the dietary department in place do not reflect current legislative requirements. Staff interviewed confirmed the policies have not been revised to reflect current legislative requirements. Home's policy (Food Services – Foo -Pol/20) states "Meals and snacks are provided according to the Ministry of Health Long Term Care Standards" do not reflect the current legislative requirements. The Compliance Management Program and the Ministry Standards and Criteria for Residents Care and Services implemented 1990, are no longer the requirements. The current legislative requirements are under the Long -Term Care Homes Act, 2007 and Ontario Regulations 79/10.

The home did have the policy, procedures and protocol for the food production system i.e. cook, chill and rethermalization process currently used for preparation of food. Staff interviewed and management confirmed that the required policy, procedure and protocols for production system were not in place. [s. 8. (1) (a)]

***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 ensuring that where the Act or Regulation requires the licensee to have institute or otherwise put in place any policies and procedures, strategies, plans, or systems are in compliance with and implemented in accordance with all requirements under the Act, to be implemented voluntarily.***

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**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,  
(c) standardized recipes and production sheets for all menus; O. Reg. 79/10, s.  
72 (2).**

**s. 72. (2) The food production system must, at a minimum, provide for,  
(d) preparation of all menu items according to the planned menu; O. Reg. 79/10,  
s. 72 (2).**

**s. 72. (3) The licensee shall ensure that all food and fluids in the food  
production system are prepared, stored, and served using methods to,  
(a) preserve taste, nutritive value, appearance and food quality; and O. Reg.  
79/10, s. 72 (3).**

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**Findings/Faits saillants :**



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1. The licensee had not ensured that the food production system included standardized recipes and production sheets for all menus. s. 72 (2) (c)  
Standardized recipes and production sheets were not in place for the current food production system. Home's recipes available were based on a convectional cooking system; however, the cooking process currently used for preparing food is cook /chill and rethermalization method. The food production system did not provide clear direction to staff preparing menu items. [s. 72. (2) (c)]
  2. The licensee did not ensure that all menu items were prepared according to the planned menu. s. 72(2) (d)  
On January 29, 2013 the menu posted in the dining room identified spinach for pureed diet. Pureed broccoli was prepared for pureed menu instead of spinach The menu item was not prepared according to the planned menu. [s. 72. (2) (d)]
  3. The licensee did not ensure that all foods are prepared and served using methods which preserves taste, nutritive values, appearance, and food quality O.Reg.79/10, s. 72 (3) (a)  
Menu items were cooked too far in advance of meal service resulting in reduced nutritive value, food quality. On January 28, 2013 staff was observed preparing foods (minced and pureed menu items) at 11:20 hours for the following day lunch and dinner meal. The food service manager confirmed that the foods were prepared in advance (a day and half in advance) and rethermalized in "Socamel Thermatronic" oven in dining areas on the units.  
Food items served for the texture modified menu did not preserve the same level of quality as the menu items for the regular menu. January 29, 2013 food production observed in the main kitchen and noted pureed and minced menu items i.e. fish cake, broccoli, tossed salad were being prepared for January 30, 2013 lunch and dinner. Staff preparing food did not have the recipes and the production directions to follow. Weights and measurements were not followed for preparing minced and pureed menu items. Ingredients were omitted in the pureed green salad resulting in reduced nutritional content, compromised taste and quality. The dietary staff involved in food preparation did not follow the proper procedures and standards of cook/chill cooking method i.e. cooling of food after cooking and transferring hot food from deep containers into shallow and placing immediately in the refrigerator to chill. It was noted cooked ground meat in a deep container was held at temperature above 65 degree Celsius in the kitchen. Unsafe Food handling practices and not following standards of cooking methods increases the risk of food contamination and



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compromises quality, taste flavour, palatability and reduced nutrient content. On January 29, 2013 food tasting test was done by the inspector. The cream of potato soup tasted lacked flavour and palatability and the consistency was very watery. The lunch entrée quiche served to residents was over cooked and burnt. The Food Service Manager confirmed that recipes were not consistently followed. 12/14 residents voiced dissatisfaction with their meals when asked by the inspector. The concerns expressed were regarding food quality, hot food not served hot enough, undercooked vegetables, food taste bland and lack of flavour. [s. 72. (3) (a)]

***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 ensure that the food production system must, at minimum provide for, standardized recipes and production sheets for all menus; preparation of all menu items according to the planned menu and ensuring that all food and fluids in the food production system are prepared, stored, and served using methods to preserve taste, nutritive value, appearance and food quality, to be implemented voluntarily.***

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**WN #3: 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).**

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**Findings/Faits saillants :**



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1. The licensee did not ensure that food and fluids are served at a temperature that was both safe and palatable to the residents. O.Reg.79/10, s. 73(1)

On January 28, 2013, at the observed lunch meal in Oak dining room at 12:05 pm food temperatures were tested in the presence of a dietary staff. The hot food temperatures recorded were found to be: pureed eggs 120, quiche 130, pureed carrots 110, and spinach 100 degree Fahrenheit. The hot food temperatures were found below the standard 140 degree Fahrenheit (60 degree Celsius).

Numerous interviewed residents identified that hot foods served were not always hot enough and the food was not palatable. Interview with the food service manager and the food service supervisor confirmed that residents had voiced concerns regarding hot food temperatures. Hot food not served at safe temperatures compromises palatability, reduces food intake and also increases risk for contamination. [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 ensuring that food and fluids are served at a temperature that is both safe and palatable to residents, to be implemented voluntarily.***

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**WN #4: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning**

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

**s. 71. (2) The licensee shall ensure that each menu,  
(b) provides for a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canada's Food Guide as it exists from time to time. O. Reg. 79/10, s. 71 (2).**

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**Findings/Faits saillants :**





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1. The licensee did not ensure that the home's menu cycle provides a variety of foods, including fresh seasonal foods, each day from all food groups in keeping with Canada's Food guide as it exists from time to time. O.Reg. 79/10, s. 71 (2) (b) A review of 3 three week cycle menu indicated food served to residents on the planned menu was not consistently varied and nutritious. The nourishment snacks offered to residents lacked variety. Some examples: cookies are served seven days a week either for afternoon or for the evening nourishment snacks. The current three week cycle menu lacks fresh fruit servings, week one has only one servings of fresh fruit a week (banana on Tuesday). Many of the entrees for lunch and dinner were highly processed food and casseroles and were not nutrient dense and nutritious i.e. wieners and sausages, sloppy Joe, spaghetti and meat sauce, fish cakes. [s. 71. (2) (b)]

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Issued on this 11th day of February, 2013

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

A handwritten signature in cursive script, appearing to read "J. S. Selver".