

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Public Report

Report Issue Date: April 24, 2025

Inspection Number: 2025-1546-0003

Inspection Type:

Critical Incident
Follow up

Licensee: Regional Municipality of Durham

Long Term Care Home and City: Fairview Lodge, Whitby

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 14-17, 22- 23, 2025

The following intake(s) were inspected:

- Intake related to follow-up on Infection Prevention and Control Compliance Order with a compliance due date (CDD) of April 11, 2025.
- Intake related to follow-up on CMOH and MOH compliance order, with a CDD of April 11, 2025.
- Intake related to physical abuse of resident by resident.
- Intake related to enteric outbreak.
- Intake related to seasonal Coronavirus outbreak.
- Intake related to alleged sexual abuse of resident by resident.

The following intakes were completed in this inspection:

- Intake related to physical abuse of resident by another resident.
- Intake related to a complaint regarding bed refusal.

Previously Issued Compliance Order(s)

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The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1546-0001 related to O. Reg. 246/22, s. 102 (9)
(a)

Order #002 from Inspection #2025-1546-0001 related to O. Reg. 246/22, s. 272

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

Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours

INSPECTION RESULTS

WRITTEN NOTIFICATION: Food production

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 78 (3) (b)

Food production

s. 78 (3) The licensee shall ensure that all food and fluids in the food production system are prepared, stored, and served using methods to,

(b) prevent adulteration, contamination and food borne illness. O. Reg. 246/22, s. 78 (3).

The licensee has failed to prevent adulteration and contamination of food during service.

During an Infection Prevention and Control (IPAC) observation of hand hygiene at lunchtime, a staff was seen opening cheese packages with their bare hands and

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placing the cheese on burger patties. Additionally, they opened a sandwich roll package and used their bare hands to remove the rolls from the bags without washing their hands or using tongs.

The food service lead acknowledged the potential for cross-contamination when the packaging of cheese and sandwich rolls was touched, and the rolls were subsequently handled and served to residents without proper hand hygiene or the use of tongs.

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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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