



**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**

Hamilton Service Area Office  
119 King Street West, 11th Floor  
HAMILTON, ON, L8P-4Y7  
Telephone: (905) 546-8294  
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Bureau régional de services de Hamilton  
119, rue King Ouest, 11ième étage  
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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**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Aug 18, 2014	2014_191107_0018	H-000200-14, H-000201-14	Follow up

**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**

GARDEN CITY MANOR  
168 Scott Street, St. Catharines, ON, L2N-1H2

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

MICHELLE WARRENER (107)

**Inspection Summary/Résumé de l'inspection**

**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): July 18, 2014**

**During the course of the inspection, the inspector(s) spoke with The Administrator, Nutrition Manager, and front line dietary staff**

**During the course of the inspection, the inspector(s) Observed the preparation of the lunch meal and part of the dinner meal, reviewed food production systems, reviewed Food Committee and Residents' Council meeting minutes, reviewed education records for staff related to food production**

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



## Food Quality

Findings of Non-Compliance were found during this inspection.

### NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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. 72. Food production**



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

**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).**

**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, (b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).**

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**Findings/Faits saillants :**

1. Not all food and fluids were prepared and served using methods that preserved taste, nutritive value, appearance and food quality at the lunch and dinner meals July 18, 2014.

A) Hot foods were prepared too far in advance of meal service and cold foods were not prepared far enough in advance to ensure temperatures were maintained.

i) The minced and pureed sausage was finished cooking and placed into hot holding at 1010 hours for the 1200 hour meal service. Sausages for the regular textured menu were finished cooking at 1117 hours. Sausages prepared for the minced and pureed textures were left at hot temperatures significantly longer than the regular texture sausages, resulting in reduced nutritive value and food quality.

ii) Egg salad sandwiches were prepared after the hot items at 1019 - 1120 hours. The recipe for the sandwiches stated to chill for at least two hours before serving. The staff member serving the lunch meal noted the sandwiches were too warm for service and had to place them back into the refrigerator for cooling, resulting in a delay in meal service.

iii) Staff confirmed that they prepared all of the hot items prior to the cold items as they were concerned about running out of time.

B) Not all recipes were followed to ensure the consistent preparation of menu items, resulting in changes to the taste, nutritive value and appearance of the items.

i) The recipe for spinach salad was not followed by staff preparing the lunch meal. The recipe required spinach, red onions, fresh onions and a vinaigrette made from sugar, paprika, vinegar and vegetable oil. The prepared salad contained spinach, romaine lettuce, onion, red onion, parmesan cheese, bacon bits, and ready to serve peppercorn ranch dressing. The salad was not prepared according to the planned menu resulting in changes to the nutritive value, appearance, and texture. Bacon bits (not part of the original recipe) were included in the preparation of the pureed salad,



resulting in a texture that was not smooth.

ii) The recipe for the egg salad sandwich required eggs, mayonnaise, white pepper and onion powder. The egg salad prepared contained eggs, mayonnaise, fresh onions and red peppers, resulting in differences in taste and appearance.

iii) Staff confirmed they did not follow the recipes. [s. 72. (3) (a)]

2. Not all food was prepared, stored, and served using methods that prevented contamination and food borne illness on July 18, 2014.

A) At 1340 hours, staff had finished cooking and pureeing the fish for the dinner meal at 1700 hours. The hot fish was placed in a deep pan, covered with tin foil and placed in the refrigerator for cooling. Staff confirmed they were going to re-heat the fish later, prior to the dinner meal. Appropriate cooling methods were not used prior to placing the fish into the refrigerator and temperatures were not taken during the cooling process. Staff confirmed they consistently placed food in deep containers for cooling in the refrigerator. Action was not taken by the staff member when the unsafe practices were identified by the inspector. The Nutrition Manager was informed of the unsafe practices and action was taken at that time. [s. 72. (3) (b)]

**Additional Required Actions:**

**CO # - 001, 002 will be served on the licensee. Refer to the "Order(s) of the Inspector".**

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/  
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**

<b>COMPLIED NON-COMPLIANCE/ORDER(S) REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:</b>			
<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / NO DE L'INSPECTION</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
O.Reg 79/10 s. 72. (2)	CO #001	2014_190159_0001	107



**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**

**Issued on this 18th day of August, 2014**

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



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et  
des Soins de longue durée**

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007*, S.O. 2007, c.8

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

**Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch**

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

**Public Copy/Copie du public**

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**Name of Inspector (ID #) /**

**Nom de l'inspecteur (No) :** MICHELLE WARRENER (107)

**Inspection No. /**

**No de l'inspection :** 2014\_191107\_0018

**Log No. /**

**Registre no:** H-000200-14, H-000201-14

**Type of Inspection /**

**Genre**

Follow up

**d'inspection:**

**Report Date(s) /**

**Date(s) du Rapport :** Aug 18, 2014

**Licensee /**

**Titulaire de permis :** REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA,  
ON, L5R-4B2

**LTC Home /**

**Foyer de SLD :**

GARDEN CITY MANOR  
168 Scott Street, St. Catharines, ON, L2N-1H2

**Name of Administrator /**

**Nom de l'administratrice**

**ou de l'administrateur :** KIM WIDDICOMBE

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To REVERA LONG TERM CARE INC., you are hereby required to comply with the following order(s) by the date(s) set out below:



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et  
des Soins de longue durée**

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007*, S.O. 2007, c.8

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

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**Order # /**  
**Ordre no :** 001      **Order Type /**  
**Genre d'ordre :** Compliance Orders, s. 153. (1) (a)

**Linked to Existing Order /**  
**Lien vers ordre**      2014\_190159\_0001, CO #002;  
**existant:**

**Pursuant to / Aux termes de :**

O.Reg 79/10, 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  
(b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).

**Order / Ordre :**

The licensee shall ensure 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; including following the planned recipes and preparing menu items with appropriate timing.

**Grounds / Motifs :**

1. Not all food and fluids were prepared and served using methods that preserved taste, nutritive value, appearance and food quality at the lunch and dinner meals July 18, 2014.

A) Hot foods were prepared too far in advance of meal service and cold foods were not prepared far enough in advance to ensure temperatures were maintained.

i) The minced and pureed sausage was finished cooking and placed into hot holding at 1010 hours for the 1200 hour meal service. Sausages for the regular textured menu were finished cooking at 1117 hours. Sausages prepared for the minced and pureed textures were left at hot temperatures significantly longer than the regular texture sausages, resulting in reduced nutritive value and food quality.

ii) Egg salad sandwiches were prepared after the hot items at 1019 - 1120 hours. The recipe for the sandwiches stated to chill for at least two hours before serving. The staff member serving the lunch meal noted the sandwiches were too warm for service and had to place them back into the refrigerator for cooling, resulting in a delay in meal service.

iii) Staff confirmed that they prepared all of the hot items prior to the cold items as they were concerned about running out of time.

B) Not all recipes were followed to ensure the consistent preparation of menu items, resulting in changes to the taste, nutritive value and appearance.

i) The recipe for spinach salad was not followed by staff preparing the lunch meal. The recipe required spinach, red onions, fresh onions and a vinaigrette made from sugar, paprika, vinegar and vegetable oil. The prepared salad contained spinach, romaine lettuce, onion, red onion, parmesan cheese, bacon bits, and prepared peppercorn ranch dressing. The salad was not prepared according to the planned menu resulting in changes to the nutritive value, appearance, and texture. Bacon bits (not part of the original recipe) were included in the preparation of the pureed salad, resulting in a texture that was not smooth.

ii) The recipe for the egg salad sandwich required eggs, mayonnaise, white pepper and onion powder. The egg salad prepared contained eggs, mayonnaise, fresh onions and red peppers, resulting in differences in taste and appearance.

iii) Staff confirmed they did not follow the recipes. (107)





**Ministry of Health and  
Long-Term Care**

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007*, S.O. 2007, c.8

**Ministère de la Santé et  
des Soins de longue durée**

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

**This order must be complied with by /  
Vous devez vous conformer à cet ordre d'ici le :**

Sep 30, 2014

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

**Order # /**

Ordre no : 002

**Order Type /**

Genre d'ordre : Compliance Orders, s. 153. (1) (b)

**Pursuant to / Aux termes de :**

O.Reg 79/10, 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  
(b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).

**Order / Ordre :**

The licensee shall prepare, submit and implement a plan to ensure that all food and fluids in the food production system are prepared, stored, and served using methods that prevent adulteration, contamination and food borne illness. The plan shall include: education for staff related to safe food handling practices, including the cooling of food, and quality management activities the home is implementing to ensure compliance.

The plan shall be submitted by August 29, 2014 to Long Term Care Homes Inspector, Michelle Warrener: Michelle.Warrener@ontario.ca

**Grounds / Motifs :**

1. Not all food was prepared, stored, and served using methods that prevented contamination and food borne illness on July 18, 2014.

A) At 1340 hours, staff had finished cooking and pureeing the fish for the dinner meal. The fish was placed in a deep pan, covered and placed in the refrigerator for cooling. Staff confirmed they were going to re-heat the fish later, prior to the dinner meal. Appropriate cooling methods were not used prior to placing the fish into the refrigerator and temperatures were not taken during the cooling process.

Staff confirmed they consistently placed food in deep containers for cooling in the refrigerator. Action was not taken by the staff member when the unsafe practices were identified by the inspector. The Nutrition Manager was informed of the unsafe practices and action was taken at that time. (107)



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**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007*, S.O. 2007, c.8

**Ministère de la Santé et  
des Soins de longue durée**

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

**This order must be complied with by /  
Vous devez vous conformer à cet ordre d'ici le :**

Sep 30, 2014



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de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

### **REVIEW/APPEAL INFORMATION**

#### **TAKE NOTICE:**

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this (these) Order(s) in accordance with section 163 of the Long-Term Care Homes Act, 2007.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for services for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
Fax: 416-327-7603



**Ministry of Health and  
Long-Term Care**

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

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de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the Long-Term Care Homes Act, 2007. The HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the Director

Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON M5S 2T5

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance  
Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).



**Ministry of Health and  
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**Order(s) of the Inspector**  
Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

**Ministère de la Santé et  
des Soins de longue durée**

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

## **RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL**

### **PRENDRE AVIS**

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au:

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11<sup>e</sup> étage  
Ontario, ON  
M5S-2B1  
Fax: 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.



**Ministry of Health and  
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Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

**Ministère de la Santé et  
des Soins de longue durée**

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire  
Commission d'appel et de révision  
des services de santé  
151, rue Bloor Ouest, 9e étage  
Toronto (Ontario) M5S 2T5

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la  
conformité  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11e étage  
Ontario, ON  
M5S-2B1  
Fax: 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Issued on this 18th day of August, 2014**

**Signature of Inspector /  
Signature de l'inspecteur :**

**Name of Inspector /  
Nom de l'inspecteur :** MICHELLE WARRENER

**Service Area Office /  
Bureau régional de services :** Hamilton Service Area Office