



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

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

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

**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
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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
Nov 21, 2013	2013_200148_0046	O-000989- 13	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

CARLINGVIEW MANOR
2330 CARLING AVENUE, OTTAWA, ON, K2B-7H1

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

AMANDA NIXON (148)

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): November 8, 2013, on site.

During the course of the inspection, the inspector(s) spoke with Director of Care and Nutritional Manager.

During the course of the inspection, the inspector(s) reviewed dietary employee files, including current qualifications of cooks and food service workers in the home.

The following Inspection Protocols were used during this inspection:



Sufficient Staffing

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
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.)	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. 78. Food service workers, training and qualifications



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Specifically failed to comply with the following:

78. (1) Every licensee of a long-term care home shall ensure that food service workers hired on or after July 1, 2010, other than cooks to whom section 76 applies,

(a) have successfully completed or are enrolled in a Food Service Worker program at a college established under the Ontario Colleges of Applied Arts and Technology Act, 2002 or a Food Service Worker program provided by a registered private career college and approved by the Superintendent of Private Career Colleges under the Private Career Colleges Act, 2005;

(b) have successfully completed an apprenticeship program in the trade of Cook, Institutional Cook or Assistant Cook under the Apprenticeship and Certification Act, 1998 or the Ontario College of Trades and Apprenticeship Act, 2009; or

(c) have entered into a registered training agreement in the trade of Cook, Institutional Cook or Assistant Cook under the Apprenticeship and Certification Act, 1998 or the Ontario College of Trades and Apprenticeship Act, 2009.

Findings/Faits saillants :



1. The licensee failed to comply with O.Reg. 79/10, s.78 (1), in that the licensee did not ensure that food service workers hired on or after July 1, 2010, have met one of the following requirements:

- (a) have successfully completed or are enrolled in a Food Service Worker (FSW) program, as further described by the regulations;
- (b) have successfully completed an apprenticeship program in the trade of Cook, Institutional Cook or Assistant Cook, as further described by the regulations; or
- (c) have entered into a registered training agreement in the trade of Cook, Institutional Cook or Assistant Cook, as further described by the regulations.

In accordance with O.Reg. 78/10, s. 78 (4) and (5), in it understood that there are exceptions to the required qualifications of the Food Service Worker position and that consideration is also given to those with previous long term care home (LTCH) experience as a FSW prior to July 1, 2010.

FSW Staff member #S106 was hired after July 1, 2010 into the FSW position. The qualifications of staff member #106 were discussed with the Nutritional Manager and the employee file was reviewed. Staff member #106 does not met the exceptions of section 78(5) and has no previous FSW experience in a LTCH. It was confirmed that as of November 15, 2013, Staff member #106 had not successfully completed a FSW program and was not currently enrolled in a FSW program.

FSW Staff member #S105 was hired after July 1, 2010 into the FSW position. The qualifications of staff member #105 were discussed with the Nutritional Manager and the employee file was reviewed. Staff member #105 does not met the exceptions of section 78(5) and has no previous FSW experience in a LTCH. It was confirmed that as of November 15, 2013, Staff member #105 had not successfully completed a FSW program and was not currently enrolled in a FSW program.

It was noted by the inspector that the Offer of Employment for both Staff members #105 and 106 indicates that the offer of employment is conditional on the person enrolling in the FSW program within 3 years. Through this inspection the licensee has identified that this is not compliant with the requirements of O.Reg 78/10, s.78 (2). [s. 78. (1)]



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Issued on this 21st day of November, 2013

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

Amanda Nix RD LTCH Inspector