



**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
performance du système de santé
Direction de l'amélioration 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
Oct 21, 2013	2013_189120_0070	H-000565- 13	Complaint

Licensee/Titulaire de permis

VIGOUR LIMITED PARTNERSHIP ON BEHALF OF VIGOUR
302 Town Centre Blvd, Suite #200, MARKHAM, ON, L3R-0E8

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

LEISUREWORLD CAREGIVING CENTRE - STREETSVILLE
1742 BRISTOL ROAD WEST, MISSISSAUGA, ON, L5M-1X9

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

BERNADETTE SUSNIK (120)

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): October 8, 2013

During the course of the inspection, the inspector(s) spoke with administrator, environmental services supervisor, maintenance person, designated infection prevention and control lead, registered staff and residents regarding the home's laundry services.

During the course of the inspection, the inspector(s) randomly checked resident closets for clothing missing labels or not delivered to the appropriate resident and reviewed the home's laundry processing policies and procedures.

The following Inspection Protocols were used during this inspection:
Accommodation Services - Laundry

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.)

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. 89. Laundry service

Specifically failed to comply with the following:

s. 89. (1) As part of the organized program of laundry services under clause 15 (1) (b) of the Act, every licensee of a long-term care home shall ensure that,
(a) procedures are developed and implemented to ensure that,

(i) residents' linens are changed at least once a week and more often as needed,

(ii) residents' personal items and clothing are labelled in a dignified manner within 48 hours of admission and of acquiring, in the case of new clothing,

(iii) residents' soiled clothes are collected, sorted, cleaned and delivered to the resident, and

(iv) there is a process to report and locate residents' lost clothing and personal items; O. Reg. 79/10, s. 89 (1).

Findings/Faits saillants :



Procedures have not been developed and/or implemented with respect to collecting resident's soiled clothing, sorting, cleaning and delivering them back to residents.

The home's procedure V8-270 revised April 2013 titled "Laundry Systems" does not identify how personal clothing will be collected, sorted or delivered to the resident. According to the administrator, laundry supervisor and laundry staff, personal clothing is collected by Personal Support Workers (PSWs), placed into a colour coded hamper bag (darks and lights together) and sent down to laundry via laundry chute. Upon receipt, laundry aides sort, wash and dry the clothing which is then returned to the resident by evening shift PSWs.

According to the home's "Daytime Laundry Procedure", the only sorting instructions are for staff to empty laundry bags and sort into white and dark loads and to sort out white loads (towels, face cloths etc) from night clothes and distribute to correct carts.

During a tour of the laundry room, several bins were observed containing a mixed collection of light-coloured personal clothing, sheets, bed pads, hospital gowns, towels, face cloths, blankets, table cloths and comforters. According to the laundry aide, only dark-coloured personals and meal aprons are pulled out of the bags and separately laundered. The home's procedure V8-270 requires that soiled linens be sorted and placed into designated bins and that the linens (sheets, towels, face cloths) are then washed according to a pre-programmed cycle. A poster was observed on the wall in the wash area established by the home's chemical and laundry contractor instructing staff to sort linens into 4 categories, sheets/towels, pads, personal colours and bibs/table cloths. Each category would receive a different washing program.

A mass quantity of mixed linens and personal clothing was observed in a washing machine that received only one pre-programmed cycle. The cycle would have included a chemical solution that may not have been appropriate for all types of materials. Failure to sort accordingly and use the correct programming may result in damaged or stained clothing. [s. 89(1)(a)(iii)]

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 229. Infection prevention and control program



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Specifically failed to comply with the following:

s. 229. (2) The licensee shall ensure,
(d) that the program is evaluated and updated at least annually in accordance
with evidence-based practices and, if there are none, in accordance with
prevailing practices; and O. Reg. 79/10, s. 229 (2).

Findings/Faits saillants :

The licensee did not ensure that the infection prevention and control program, specifically related to the laundering process, was evaluated and updated at least annually in accordance with evidence based practices.

The home's policy and procedure (V8-270, revised in April 2013) related to the laundering process does not follow current best practices with respect to handling soiled laundry. The home's current policy requires staff to isolate laundry from residents who are positive with a communicable disease. Although not specified in the policy, management staff reported that residents with a communicable disease would receive their own hamper lined with a red bag which would be stored in their room. The policy directs staff to wash laundry contained in the red bag in a pre-programmed isolation cycle at the end of the laundry shift.

According to "Routine Practices and Additional Precautions in All Health Care Settings, November, 2012 (pg 35)" developed by the Ontario Provincial Infectious Diseases Advisory Committee,

"Linen that is soiled with blood, body fluids, secretions or excretions should be handled using the same precautions, regardless of whether the resident is on Additional Precautions and regardless of the source or health care setting. In particular:

1. bag or otherwise contain contaminated laundry at the site of collection (for Clostridium difficile Infection - CDI as close to resident's bed as possible)
2. use leak-proof containment for laundry contaminated with blood or body substances (water-soluble bags and 'double-bagging' are not recommended)
3. Laundry carts or hampers used to collect or transport soiled linen need not be covered
4. Linen bags should be tied securely and not over-filled".

According to the best practice, using separate bags and separate processes for residents with a communicable disease (MRSA, VRE or CDI) or who are on additional precautions is not recommended. Staff are required to handle all soiled linen and clothing in the same manner and washing processes are not to be varied for any specific communicable disease. [s. 229(2)(d)]



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Issued on this 21st day of October, 2013

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

B. Sosnik