

**Ministry of Health and Long-Term Care**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**Ministère de la Santé et des Soins de longue durée**Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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

	☐ Licensee Copy/Copie du Titulaire	☒ Public Copy/Copie Public
Name of Inspector:	Bonnie MacDonald	Inspector ID # 135
Log #:	L-00104	
Inspection Report #:	2010_135_9613_20Jan133926	
Type of Inspection:	Dietary Follow- 2010_135_9613_04Oct.142206	
Date of Inspection:	Jan. 19 & 20, 2011	
Licensee:	The Corporation of the County of Lambton, 789 Broadway Street, Wyoming N0N 1T0	
LTC Home:	Marshall Gowland Manor, 749 Devine St. Sarnia, Ontario N7T NX3	
Name of Administrator:	Marlene Jackson	

To The Corporation of the County of Lambton; you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(b)
Pursuant to: LTCHA, 2007, S.O. 2007, c.8, s. 86(2)(b) The infection prevention and control program must include; (b) measures to prevent the transmission of infections.			
Order: The licensee must prepare, submit and implement a plan for achieving compliance with LTHCA, 2007, S.O. 2007, c.8, 86(2)(b). Submit the plan to LondonSAO.moh@ontario.ca .			
Grounds: 1. Lunch service Jan. 19/11 in Iris dining room the following were observed: - A volunteer was eating an apple while feeding resident his lunch; resulting in an unsanitary environment for resident. - Staff member was observed clearing dirty dishes without evidence of hand sanitizing before serving residents dessert. The same staff member later cleared dirty dishes from tables and placed dirty dishes on the same trays with the desserts that were yet to be served to residents.			

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2. Jan.19/11 at Dinner in Poppy Dining room, staff member coughed into her hand while feeding resident, without evidence of hand hygiene before resuming feeding resident.

This order must be complied with by: March 4 , 2011

REVIEW/APEAL 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 service for the Licensee.

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

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Ave. West
Suite 800, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

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 group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the
Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON
M5S 2T5

Director
c/o Appeals Clerk
Performance Improvement and Compliance Branch
55 St. Claire Avenue, West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2
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.



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Issued on this 27th day of January, 2011.

Signature of Inspector:

Bonnie MacDonald

Name of Inspector:

Bonnie MacDonald

Service Area Office:

London