

**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:	Tiina Tralman	Inspector ID # 162
Log #:	H-01513	
Inspection Report #:	2010_162_9562_13Dec132619	
Type of Inspection:	Complaint Follow-Up	
Date of Inspection:	December 10, 13, 14, 15, 2010	
Licensee:	The Regional Municipality of Peel 10 Peel Centre Drive, Brampton ON, L6T 4B9 905-791-0946 fax	
LTC Home:	Peel Manor	
Name of Administrator:	Rani Calay	

To The Regional Municipality of Peel, 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: O. Reg. 79/10, s. 72(3)(a) and (b) 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. (b) prevent adulteration, contamination and food borne illness.			
Order: The licensee shall prepare and submit a written plan by Wednesday, January 26, 2011 for achieving compliance to meet the requirement that food and fluids in the food production system are prepared, stored, and served using methods to, preserve taste, nutritive value, appearance and food quality; and prevent adulteration, contamination and food borne illness. This plan shall be implemented. The plan is to be submitted to Inspector: Tiina Tralman, Ministry of Health and Long-Term Care, Performance Improvement and Compliance Branch, 55 St. Clair Avenue West, Toronto, ON M4V 2Y7 4Y7, Fax 416-327-4486.			



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Grounds:

1. Not all residents were offered foods according to the planned menu, resulting in reduced nutritional value, unusual combinations of foods, and reduced palatability of the meal.
2. Identified residents in an identified dining room voiced dissatisfaction with their meal when asked by the Inspector at observed meals.
3. Chicken strips (breaded) served were soggy, and undercooked in appearance.
4. The grilled cheese sandwich was soggy, burnt on the crust and undercooked on one side.
5. The French style green beans served was overcooked and without flavour.
6. The pureed fish served had no flavour and was dry.
7. Not all recipes were followed for ingredients resulting in variation in flavour and appearance.
8. Cooked foods were inappropriately held at room temperature in advance of meal service.

This order must be complied with by: February 25, 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



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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.

Issued on this 12th day of January, 2011.	
Signature of Inspector:	<i>Tiina Tralman</i>
Name of Inspector:	Tiina Tralman
Service Area Office:	Toronto Service Area Office