



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
prévus le Loi de 2007 les
foyers de soins de longue

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
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Mar 16, 2012	2012_072120_0025	Complaint

Licensee/Titulaire de permis

THE CENTRAL CANADIAN DISTRICT OF THE CHRISTIAN AND MISSIONARY ALLIANCE IN CANADA
155 PANIN ROAD, BURLINGTON, ON, L7P-5A6

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

ST OLGA'S LIFECARE CENTRE
570 KING STREET WEST, HAMILTON, ON, L8P-1C2

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.

During the course of the inspection, the inspector(s) spoke with the Director of Care, Laundry/Housekeeping Supervisor, laundry and nursing staff regarding the laundry program (H-000201-12).

During the course of the inspection, the inspector(s) toured most of the resident rooms on one of the 3 floors, toured the laundry room and reviewed laundry 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



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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. 89. Laundry service

Specifically failed to comply with the following subsections:

- 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;
 - (b) a sufficient supply of clean linen, face cloths and bath towels are always available in the home for use by residents;
 - (c) linen, face cloths and bath towels are kept clean and sanitary and are maintained in a good state of repair, free from stains and odours; and
 - (d) industrial washers and dryers are used for the washing and drying of all laundry. O. Reg. 79/10, s. 89 (1).

Findings/Faits saillants :



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[O. Reg. 79/10, s.89(1)(a)(ii),(iii) & (iv)] As part of the organized program of laundry services under clause 15(1)(b) of the Act, the licensee did not ensure that, (a) procedures are developed and implemented to ensure that,

(ii) residents' personal items and clothing are labeled 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)(a)(ii)] Residents' personal clothing items are not all labeled. During the inspection, most of the resident's closets on the 2nd floor were inspected for unlabeled items. Three resident closets contained unlabeled items, one in particular had items that appeared new.

[O. Reg. 79/10, s.89(1)(a)(iii)] Residents' clothing is not all delivered to the resident. Nine closets were searched and in each case, at least one item of clothing was identified not belonging to the resident in each of the rooms. All but one article found belonged to residents who currently reside in the home. One resident in an identified room who has the same first name as a resident who resides down the hall described how staff routinely deliver the wrong clothes. Staff are required to "check all clothing for labels prior to putting in laundry and that they check closets regularly" as per the home's policy "Care of Clothing" 05-07-12. The laundry/housekeeping manager confirmed that laundry staff who deliver the clothing are expected to deliver the clothing to the correct closet and that the closets are checked for misplaced or unlabeled articles. The current policy however does not address this specific expectation and in general, does not describe who specifically will deliver the articles, how often closets are checked and how staff are to proceed once unlabeled articles are identified.

[O. Reg. 79/10, s.89(1)(a)(iv)] The process to report and locate residents' lost clothing and personal items has not been implemented. The staff on the second floor and laundry staff were interviewed regarding the lost and found system. Staff on the unit were not able to find a "Retrieval of Lost Items" form. According to the Laundry Manager, staff are required to obtain a form from the basement once someone approaches them with a claim of a lost article. The form is to be completed by staff and a search for the item initiated. Once the item is found, the form is discarded. The home's policy BS-6-11 dated 12/28/10 includes a limited process on how to search for lost items but does not include a process with respect to articles that staff cannot find. The policy does not describe who will manage the various processes such as donated items, unclaimed articles, how labels are made, how the labeling machine is to be used, how new residents and visitors are informed of the process, if new articles will be inventoried and the labeling turn around time between acquiring new items and returning them to residents.

Issued on this 23rd day of April, 2012

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

B. Susanil