



**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
conformité**

Ottawa Service Area Office

347 Preston St, 4th Floor

OTTAWA, ON, K1S-3J4

Telephone: (613) 569-5602

Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa

347, rue Preston, 4^{ième} étage

OTTAWA, ON, K1S-3J4

Téléphone: (613) 569-5602

Télécopieur: (613) 569-9670

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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
Oct 3, 4, 5, 2012	2012_038197_0027	Complaint

Licensee/Titulaire de permis

OMNI HEALTH CARE LIMITED PARTNERSHIP

1840 LANSDOWNE STREET WEST, UNIT 12, PETERBOROUGH, ON, K9K-2M9

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

BURNBRAE GARDENS LONG TERM CARE RESIDENCE

320 BURNBRAE ROAD EAST, P.O. BOX 1090, CAMPBELLFORD, ON, K0L-1L0

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

JESSICA PATTISON (197)

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 Administrator, the Nutrition Manager and Food Service Workers.

During the course of the inspection, the inspector(s) reviewed the Food Service Worker schedules and hours, policies, procedures and schedules related to the cleaning of food production equipment and areas, a food preparation policy and observed part of the lunch meal service and food production areas.

The following Inspection Protocols were used during this inspection:

Dining Observation

Food Quality

Sufficient Staffing

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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. 72. Food production

Specifically failed to comply with the following subsections:

s. 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; and**
- (b) prevent adulteration, contamination and food borne illness. O. Reg. 79/10, s. 72 (3).**

s. 72. (7) The licensee shall ensure that the home has and that the staff of the home comply with,

- (a) policies and procedures for the safe operation and cleaning of equipment related to the food production system and dining and snack service;**
- (b) a cleaning schedule for all the equipment; and**
- (c) a cleaning schedule for the food production, servery and dishwashing areas. O. Reg. 79/10, s. 72 (7).**

Findings/Faits saillants :

1. The licensee has failed to comply with O. Reg. 79/10, s.72(7)(b)&(c) in that the staff of the home did not comply with the cleaning schedule for all food production equipment and food production, servery and dishwashing areas.

During an interview with the Nutrition Manager on October 4, 2012 she stated that staff have been struggling to comply with the food production cleaning schedule. She provided me with the cleaning schedules for July and August 2012. The schedule for September 2012 was lost due to the recent moving and replacing of shelves. The Nutrition Manager stated that when any cleaning task on the schedule is done staff initial on the day it was completed.

Interviews with two Food Service Workers confirmed that the duties listed on the cleaning schedule are often not completed due to lack of time.

Review of the cleaning schedule showed the following:

- For July 2012, there are no initials to indicate that any of the fourteen cleaning tasks were completed for this month.
- For August 2012, eleven out of thirty-one days are initialed for the cleaning and sanitizing of cooks area. There are no initials to indicate that the other thirteen cleaning tasks were completed for this month.

2. The licensee has failed to comply with O. Reg. 79/10, s. 72(3)(b) in that all food in the food production system was not stored to prevent adulteration, contamination and food borne illness.

At approximately 1118 hours the kitchen was observed while food service workers were on break. One large bowl of food in the process of being prepared was left sitting on the counter uncovered and two large bowls of salad to be served at the lunch meal were stored in the walk-in fridge uncovered.

During an interview with the Nutrition Manager on October 4, 2012 she stated that it is her expectation that all food should be covered when left on the counter or in the fridge. She further stated that safe storage of food would be addressed in the food handler training program, as well as in the home's policy.

The home's policy called Food Preparation - Infection Control dated November 2002 states that foods prepared ahead of time must (especially those containing eggs, mayonnaise, cream) be covered and refrigerated until serving time.

Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the staff of the home comply with the cleaning schedule for all of the food production equipment, as well as the food production, servery and dishwashing areas, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 77. Food service workers, minimums
Specifically failed to comply with the following subsections:

s. 77. (1) Every licensee of a long-term care home shall ensure that there are sufficient food service workers for the home to meet the minimum staffing hours as calculated under subsection (2) for,
(a) the preparation of resident meals and snacks;
(b) the distribution and service of resident meals;
(c) the receiving, storing and managing of the inventory of resident food and food service supplies; and
(d) the daily cleaning and sanitizing of dishes, utensils and equipment used for resident meal preparation, delivery and service. O. Reg. 79/10, s. 77 (1).

Findings/Faits saillants :

1. The licensee has failed to comply with O. Reg. 79/10, s. 77 (1) in that they are not ensuring that there are sufficient food service workers to meet the minimum staffing hours as calculated under subsection (2), $M = A \times 7 \times 0.45$.

An interview with the Administrator on October 4, 2012 confirmed that the home has been at capacity, 43 beds, from July 2012 to present, requiring minimum food service worker staffing to be 270.9 hours bi-weekly.

During an interview with the Nutrition Manager on October 4, 2012 she stated that they typically schedule 255 food service worker hours bi-weekly as per the schedules she provided me. However, she did indicate that this can fluctuate up or down depending on the two week period.

Food service worker hours were provided by the home for the months of July, August and September 2012 and the following was found:

- For the 2 week period ending July 8, 2012 food service worker hours totaled 257.75.
- For the 2 week period ending August 5, 2012 food service worker hours totaled 253.5.
- For the 2 week period ending August 19, 2012 food service worker hours totaled 258.5.

Issued on this 5th day of October, 2012

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

Jessica Patten, RD