

Vancouver Coastal Health

Long Term Care Inspection Report

Inspected by: Niamh Breen

Site Address: 970 Union St Vancouver BC V6A 3V1	Inspection #: INS194045
Facility Inspected: Villa Cathay Care Home - Long Term Care	Inspection Date: 12-Nov-2020
Facility Number: 3078006	Facility Type: Long Term Care
Primary Owner/Licensee: Villa Cathay Care Home Society	Inspection Type: Medical Health Officer Order
Primary Operator/Manager: Szu Chi Lee	Delivery Method: Email

Opening Comments and Observations:
Site visit to assess the facilities compliance with the Medical Health Order and to conduct the communicable disease assessment. Met with the Director of Care - Gracy Leung.

NIC = Not in compliance IC = In compliance

Long Term Care

Long Term Care - VCH CCFL - Order of the Medical Health Officer

STAFFING/Single Site Staffing

1. All steps necessary to implement the assignment of staff in the Staff Assignment Directive applicable to the facility have been taken. IC
2. Only permitted staff work at the facility to which they have been assigned in the Staff Assignment Directive applicable to the facility. IC
3. Staff personal and employment related information is updated and confirmed in the specified format; and submitted in the time frame, as per the Order of the Medical Health Officer. IC

STAFFING/Notice to staff

4. A copy of the Order of the Medical Health Officer was made available to all staff listed in the Staff Assignment Directive for the facility. IC

Observation: All information is housed on their internal shared drive and is updated accordingly. It is available to all staff at all times.

5. Notice was provided to staff in writing that they are assigned to the facility. IC

STAFFING/Volunteers

6. The facility has requested all volunteers to disclose if they have volunteered at another facility in the past 14 days and did not permit them to volunteer at the facility if they have. IC

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7. The facility has requested all volunteers to not volunteer at any other facility other than the Operator's facility. IC

HYGIENE AND COMMUNICABLE DISEASE/Enhanced Cleaning

8. The facility has implemented enhanced cleaning following the guidance document issued by the BC Centre for Disease Control and any additional direction or directive provided by a VCH MHO. IC

Observation: LO spoke with household services supervisor and confirmed that enhanced cleaning procedures are in place with additional cleaning support hired.

HYGIENE AND COMMUNICABLE DISEASE/Staff and Visiting Health Professional Screening

9. Daily staff and/or volunteer screening is conducted in accordance with the prescribed screening tool. IC

Observation: Staff are screened daily using the VCH screening tool as directed. The facility has a singular exit/entry point and the screener is on the immediate left of the entrance door. The DOC clarified that the charge nurse starts their shift at 6am at the front desk where they screen all staff until 8 am then the front desk staff take over.

10. Staff or volunteers who are newly hired or, have been absent from the facility for 14 days or more, completed the Enhanced Staff Screening form 72 hours prior to their first shift and sent it to the manager or Director of Care (DOC). IC
11. The manager or Director of Care (DOC) has taken the steps as prescribed by the VCH Order of the Medical Health Officer for new staff hires and employees or volunteers absent for 14 days or more. IC
12. Visiting health professionals, including physicians, dentist, podiatrists and others, are screened in accordance with the prescribed screening tool. IC

HYGIENE AND COMMUNICABLE DISEASE/Screening Residents and Reporting Illness

13. Residents are screened daily for symptoms of COVID-19 including respiratory and GI symptoms. IC

Observation: Residents are screened daily using the VCH screening tool and if required, will perform additional screening as required.

14. Residents with new or worsening respiratory symptoms (including fever) are placed immediately on contact and droplet precautions. IC
15. Nasopharyngeal swab(s) have been collected from residents with new or worsening symptoms compatible with COVID-19 (including fever). IC

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HYGIENE AND COMMUNICABLE DISEASE/Visitor Policy and Screening

16. The facility screens all visitors in accordance with Visitor Screening Tool posted on the VCH website. IC

Observation: The facility has hired two program assistants whom schedule all visits, provide education on infection control practices on the relatives first visit, screen the visitor using VCH screening tool and escort the visitor to the residents individual room.

Each resident has their own bedroom and washroom and household staff cleans the space after each visit.

Each program assistant is assigned to 4 floors each where they will personally escort the visitor to the resident. When the visitor is finished their visit, they are required to use the call bell which alerts the program assistant to escort the visitor out of the facility.

Visits can be scheduled Monday - Saturday, however any other exceptional/compassionate visits are facilitated as required also.

HYGIENE AND COMMUNICABLE DISEASE/Restrictions for Facilities Experiencing an Outbreak

17. The staff working in an outbreak LTCF are not working at any other healthcare facility until the outbreak is declared over by a VCH MHO. IC
18. When an outbreak has been declared by a VCH MHO, the facility has refrained from accepting any new admissions. IC
19. When an outbreak has been declared by a VCH MHO, the facility has refrained from transferring a resident to another LTCF. IC
20. When an outbreak has been declared by a VCH MHO, the facility has notified a VCH MHO prior to a hospital transfer with the exception of an emergency then the MHO has been notified as soon as practically possible. IC
21. When an outbreak has been declared by a VCH MHO, the facility has not permitted the return of residents who have lived temporarily elsewhere in the community until the outbreak is declared over by a VCH MHO. IC
22. The facility has informed family members seeking to temporarily re-home residents of the prohibition on returning to the facility during an outbreak, and discussed the care plan for the resident prior to the person in care's removal from the facility. IC

POLICIES AND PROCEDURES/Visitor Policy and Screening

23. The facility complies with the visitor policy posted on the VCH website. IC
24. In exceptional circumstances, where resident well-being is significantly impacted the facility has applied for an exemption as set out in the directive. IC

PROGRAM/Group Social Activities

25. The facility follows the VCH Order of the Medical Health Officer and/or directive regarding group social activities within the facility and in the community. IC

Observation: The facility continues to provide recreational activities. They currently have 2 recreational workers and 1 art therapist who is providing activities in small groups, sometimes individually and assists with virtual visits.

RECORDS AND REPORTING/Screening Residents and Reporting Illness

26. The facility has reported immediately Influenza-Like Illness ("ILI") or cold-like symptoms identified in residents or staff as directed by the MHO order and/or directives. IC

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General

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| 27. Communicable Disease signage in the facility | Yes |
| 28. Hand sanitizer available at entrance | Yes |

Screening

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| 29. Staff self-monitor daily for symptoms | Yes |
| 30. Systems in place if staff show symptoms | Yes |

Observation: If staff screening reveals that a staff is exhibiting symptoms of COVID-19, they are immediately directed to go home and to get tested.

Staff

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| 31. Staff know who to contact when there is a symptomatic resident | Yes |
| 32. Staff understand communicable disease and universal precautions | Yes |
| 33. Staff understand the proper use of PPE | Yes |
| 34. Staff assist residents with hand hygiene as needed | Yes |

Visitors

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| 35. Visitors are restricted during an outbreak | Yes |
| 36. Visitors are screened for symptoms | Yes |

Personal Protective Equipment (PPE)

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| 37. The facility has a supply of PPE | Yes |
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Observation: The facility has a two week emergency supply of PPE in the event of an outbreak.

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| 38. The facility has plans to ensure adequate PPE | Yes |
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Cleaning and Disinfecting

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| 39. Cleaning and disinfecting policy in place | Yes |
| 40. Facility has enough cleaning supplies (disinfectant, soap, single-use towels) | Yes |
| 41. Valid cleaning product(s) in use | Yes |

Observation: The facility uses 'Saber' as their disinfectant.

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| 42. If bleach used for cleaning it is prepared daily with the appropriate bleach/water concentration | N/A |
| 43. High touch surfaces cleaned regularly using two step method (mechanical then disinfection step) – main areas/bathrooms | Yes |
| 44. Enhanced cleaning during an outbreak occurs at least twice a day | Yes |
| 45. Soft furnishings cleaned regularly | Yes |

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46. Facility is clear of clutter Yes

Physical Distancing

47. During an outbreak residents can be isolated Yes

Observation: Each resident has their individual bedroom and washroom.

48. During an outbreak one bathroom can be designated for the affected Yes

49. Individual tray service available Yes

50. Are residents able to physical distance in the home Yes

51. Is the furniture arranged to promote physical distancing Yes

Observation: Common areas were observed to be 2 meters apart, with plexi glass in the middle of every table with only two residents sitting at every table.

52. Do social/group activities take into account physical distancing Yes

Communication and Education Provided

53. Program has received information from Licensing via email No

54. Communicable disease education provided No

55. Hand hygiene education No

56. Review of PPE use, donning and doffing No

57. Review of Enhanced Cleaning and 2 step method Yes

58. Provision of PPE No

59. Resources provided No

Action(s) Taken

Actions Required by Licensee

No contraventions found - No Action Required

Action(s) Required by Licensing Officer

No contraventions found - No Action Required

Information exchanged

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Received By:

Inspector:

Gracy Leung

Niamh Breen