

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

Hamilton Service Area Office  
119 King Street West, 11<sup>th</sup> Floor  
Hamilton, ON L8P 4Y7

Bureau régional de services de Hamilton  
119, rue King Ouest, 11<sup>ème</sup> étage  
Hamilton, ON L8P 4Y7

**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

Telephone: 905-546-8294  
Facsimilie: 905-546-8255

Téléphone: 905-546-8294  
Télécopieur: 905-546-8255

☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
10 February 2011	2011_127_9502_09Feb205141	Complaint # S-00891

**Licensee/Titulaire**

The Board of Management of the District of Nipissing West, 100 Michaud Street, Sturgeon Falls ON P2B 2Z4

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

Au Château, 100 Michaud Street, Sturgeon Falls ON P2B 2Z4

**Name of Inspector(s)/Nom de l'inspecteur(s)**

Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127

**Inspection Summary / Sommaire d'inspection**

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection, the inspector spoke with the administrator, registered and non-registered staff, residents and a representative from Honeywell.

During the course of the inspection, the inspector measured and recorded ambient air temperatures throughout the home.

The following Inspection Protocols were used during this inspection:

- Safe and Secure Home

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN

## NON-COMPLIANCE / Non-respectés

### Definitions/Définitions

**WN** – Written Notifications/Avis écrit

**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire

**DR** – Director Referral/Régisseur envoyé

**CO** – Compliance Order/Ordres de conformité

**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigences prevue le paragraph 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with O. Reg. 79/10, s. 21:

Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

### Findings:

Forty-nine random temperatures were taken throughout the home by the inspector on 10 February 2011. The average temperature was 21.3 degrees Celsius.

Temperatures less than or equal to 21.5 degrees Celsius are listed.

#### Section A:

1000 hrs - Midway along the East hallway - 21.2 degrees Celsius

1004 hrs - End of South hallway - 21.0 degrees Celsius.

1015 hrs - Lounge A22 - 21.5 degrees Celsius

1409 hrs - Lounge A22 - 20.3 degrees Celsius.

1417 hrs - End of South hallway - 20.5 degrees Celsius.

#### Chapel:

1026 hrs - 19.4 degrees Celsius - thermostat set at 67 degrees Fahrenheit

1352 hrs - 19.8 degrees Celsius

#### Foyer Chatelaines #123 / Canteen:

1033 hrs - 19.7 degrees Celsius

1330 hrs - 19.2 degrees Celsius

#### Central Hallway:

1037 hrs - near Nursing Support Services office - 20.8 degrees Celsius

1424 hrs - near Nursing Support Services office - 21.3 degrees Celsius

#### 1st Floor:

1055 hrs - End of 1st floor hallway - 20.2 degrees Celsius

1430 hrs - outside RAI Coordinator's office - 20.9 degrees Celsius

#### 2nd Floor:

1438 hrs - Dining Room - 21.0 degrees Celsius

3rd Floor:  
1135 hrs - Dining Room - 21.4 degrees Celsius

**WN #2:** The Licensee has failed to comply with O. Reg. 79/10, s. 91:  
Every licensee of a long-term care home shall ensure that all hazardous substances at the home are labelled properly and are kept inaccessible to residents at all times.

**Findings:**

On 10 February 2011 the inspector observed the following:

1042 hrs - outside RAI Coordinator's office - housekeeping cart left unlocked and unattended - chemicals were accessible.

1419 hrs - Concierge /Janitor closet A97f - door ajar; door handle locked - bottle of bleach plus chemical dispenser were accessible.

1440 hrs - Concierge /Janitor room 233 - door not locked and room unattended - bottles of hazardous substances - cleaners, disinfectants and bleach were accessible. Housekeeping staff was aware the door was unlocked. A key was not used by staff to enter at 1441 hrs; the door was easily pushed open.

1447 hrs - Janitor 233 - door not locked and room unattended - bottles of hazardous substances - cleaners, disinfectants and bleach were accessible.

<b>Signature of Licensee or Representative of Licensee</b> <b>Signature du Titulaire du représentant désigné</b>		<b>Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.</b>
<b>Title:</b> _____ <b>Date:</b> _____		<b>Date of Report (if different from date(s) of inspection).</b> 17 February 2011