



**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  
prévue 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

Sudbury Service Area Office  
159 Cedar Street, Suite 603  
SUDBURY, ON, P3E-6A5  
Telephone: (705) 564-3130  
Facsimile: (705) 564-3133

Bureau régional de services de Sudbury  
159, rue Cedar, Bureau 603  
SUDBURY, ON, P3E-6A5  
Téléphone: (705) 564-3130  
Télécopieur: (705) 564-3133

Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Aug 4, 11, 12, 15, 2011 and Aug 5, 2011	2011_054133_0010	Complaint

**Licensee/Titulaire de permis**

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 CHATEAU  
100 MICHAUD STREET, STURGEON FALLS, ON, P2B-2Z4

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

JESSICA LAPENSEE (133)

**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 Director of Care, the Environmental Services Manager, two Registered Practical Nurses, three Registered Nurses, a Personal Support Worker, a junior ward clerk, a maintenance services worker, a resident, two of the resident's family members and two representatives from the consumer adhesives division of the Henkel corporation.

During the course of the inspection, the inspector(s) conducted a walk-through of all resident home areas, observed residents, reviewed the health care record of a resident, reviewed documentation related to Lepage Draftstop Removable Weather Stripping, reviewed the home's policy ACCP-00-010 related to complaints and reviewed documents related to the complaint reported to staff.

The following Inspection Protocols were used in part or in whole during this inspection:

Reporting and Complaints

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

Definitions	Définitions
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
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 LTCHA, 2007 S.O. 2007, c.8, s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents. 2007, c. 8, s. 5.**

#### **Findings/Faits sayants :**

1. On May 22, 2011, a maintenance worker used a solvent based sealant, Lepage Draftstop Removable Weather Stripping, to install an air conditioner in the window well of a resident's bedroom. The sealant off gases solvent vapours during the application and curing process.

On May 22, 2011, after the air conditioning unit was installed, a resident's family member arrived at the home for a visit. This family member noted a strong offensive odour emanating from the resident's room and it caused the family member alarm due to the resident's respiratory disease. The family member removed the air conditioning unit and cleaned the sealant off of the window area in an effort to rid the room of the odour.

On August 4, 2011, the resident told Long Term Care Homes Inspector #133 (LTCHI #133) that they were in their bedroom as the air conditioner was installed and the maintenance worker confirmed this. The resident told LTCHI #133 that the smell from the sealant was very strong and made them cough so they had to use their inhaler and then they left their room and went into the hallway.

The Material Safety Data Sheet (MSDS) for the sealant, issue date 04/01/2011, indicates that respiratory disorders are aggravated by exposure to the solvent vapours of this product. The MSDS also indicates that it must only to be used with adequate ventilation and that breathing vapours or mists of this product must be avoided.

On June 14, 2011, LTCHI #133 spoke to a representative from Henkel consumer adhesives. Henkel is the company which owns the Lepage brand. The representative explained to LTCHI #133 that the sealant should never be used in the vicinity of any person with breathing difficulties. The resident has a respiratory disease. The Henkel representative explained to LTCHI #133 that the company considers an area to be adequately ventilated when there is cross ventilation, whereby air in the room can be removed and replaced with fresh air. In the resident's room, there is only one window and it was blocked by the newly installed air conditioner. The Henkel representative also explained to LTCHI #133 that any persons working with the sealant or any person who is in the immediate vicinity of the sealant while it is being used should be wearing a mask in order to prevent inhalation of the solvent vapours. The resident was in the immediate vicinity of this product while it was being used and no precautions were taken to prevent them from inhaling the solvent vapours.

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 101. Dealing with complaints**



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

Specifically failed to comply with the following subsections:

s. 101. (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately.

2. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 3 shall be provided as soon as possible in the circumstances.

3. A response shall be made to the person who made the complaint, indicating,

i. what the licensee has done to resolve the complaint, or

ii. that the licensee believes the complaint to be unfounded and the reasons for the belief. O. Reg. 79/10, s. 101 (1).

**Findings/Faits sayants :**

1. On May 22, 2011, a resident's family member made a verbal complaint to a Personal Support Worker about the use of a sealant by a maintenance worker to install an air conditioner in the resident's bedroom window on that day. The sealant produced a solvent vapour that filled the room and the family member was worried about the potential health effects on the resident as the resident has a respiratory disease. Due to this concern, the family member removed the air conditioner and cleaned off all of the sealant around the window in an effort to rid the room of the vapours.

The home has been unable to provide Long Term Care Homes Inspector #133 (LTCHI #133) with evidence that an investigation was conducted into this complaint.

On May 23, 2011, another family member of the same resident made a verbal complaint to a Registered Nurse, stating that they were alarmed about the use of the solvent based sealant in the resident's room because of the resident's respiratory disease and that the family member felt the product should not be used at all in the home.

The home has been unable to provide LTCHI #133 with evidence that an investigation occurred into this complaint.

The home has been unable to provide LTCHI #133 with evidence that a response was provided within 10 business days in relation to these verbal complaints.

Issued on this 16th day of August, 2011

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

Jessica Lapensee