

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Operations Division
Long-Term Care Inspections Branch**

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
May 17, 2021	2021_781729_0014	006486-21	Complaint

Licensee/Titulaire de permis

Bennett Village
1 Princess Anne Drive Georgetown ON L7G 2B8

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

Bennett Centre Long Term Care
1 Princess Anne Drive Georgetown ON L7G 2B8

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

KIM BYBERG (729)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): April 30, May 3, 5 - 6, 2021.

The following intakes were completed within the complaint inspection:

Log #006486-21 related to essential caregiver visitation.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care (DOC), Infection Prevention and Control Lead, Personal Support Workers (PSW), and residents.

During this inspection, inspector(s) toured the home, observed residents and the care provided to them, reviewed relevant clinical records, policies and procedures, and observed the general maintenance, cleanliness, safety and condition of the home.

This inspection was completed concurrently with critical incident inspection #2021_781729_00015.

**The following Inspection Protocols were used during this inspection:
Infection Prevention and Control
Safe and Secure Home**

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 101. Conditions of licence

Specifically failed to comply with the following:

Conditions of licence

s. 101. (3) It is a condition of every licence that the licensee shall comply with this Act, the Local Health System Integration Act, 2006, the Connecting Care Act, 2019, the regulations, and every directive issued, order made or agreement entered into under this Act and those Acts.

Findings/Faits saillants :

1. The licensee failed to ensure that the home complied with every directive issued, order made or agreement entered into under this Act when they failed to allow essential caregivers to visit residents inside the home.

Directive #3, dated December 7, 2020, required long-term care home licensees to balance the need to mitigate risks of COVID-19 to residents, staff and visitors with the mental, physical and spiritual needs of residents for their quality of life. It required LTC home's to have a visitor policy in place that was compliant with this Directive and was guided by applicable policies, amended from time to time, by the Ministry of LTC.

COVID-19: Visiting Long Term Care Homes policy, dated December 26, 2020, was provided to support homes in implementing the requirements in Directive #3 and the Minister's Directive to safely receive visitors while protecting residents, staff and visitors from COVID-19. It stated that if a local public health unit was in Grey zone, a maximum of 1 essential caregiver may visit a resident at a time even if the resident was self-isolating or symptomatic or the home was in outbreak. It stated that residents must be given equitable access to receive visits, consistent with their preferences and within reasonable restrictions that safeguard residents.

A complaint was received by the Ministry of Long Term Care stating that the home was not allowing essential caregivers to visit inside the home. This may have resulted in essential caregivers being unable to provide residents with assistance with personal care if it was required.

The home sent an email to family members stating that due to the provincial shutdown, the home would temporarily suspend all indoor essential caregiver visits for at least one month.

Not allowing essential caregivers into the home may have impacted the residents mental, physical and spiritual needs thus their quality of life.

Sources: Complaint Log #006486-21, Interview with IPAC lead, Interview with complainant, record review of communication sent to families. Directive #3 December 7, 2020, COVID-19: Visiting Long Term Care Homes policy, dated December 26, 2020. [s. 101. (3)]

Issued on this 21st day of May, 2021

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

Original report signed by the inspector.