

**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**Sudbury Service Area Office  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 18, 2021	2021_828744_0005	002198-21	Complaint

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**Licensee/Titulaire de permis**North Shore Health Network  
525 Causley Street P.O. Box 970 Blind River ON P0R 1B0**Long-Term Care Home/Foyer de soins de longue durée**North Shore Health Network - LTC Unit  
525 Causley Street P.O. Box 970 Blind River ON P0R 1B0**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

STEVEN NACCARATO (744)

**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): March 8-11, 2021, as an off-site inspection.**

**The following intake was inspected upon during this Complaint Inspection:**

**- One intake related to a complaint regarding essential caregiver restrictions.**

**During the course of the inspection, the inspector(s) spoke with the Administrator/Chief Executive Officer (CEO), Chief Nursing Executive (CNE), Nursing Manager, and Corporate Strategy & Risk/Communications Project Manager.**

**The Inspector also conducted a review of relevant policies and records.**

**The following Inspection Protocols were used during this inspection:  
Reporting and Complaints**

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

**1 WN(s)**

**1 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. 3. Residents' Bill of Rights**

**Specifically failed to comply with the following:**

- s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**
- 14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.**
- 2007, c. 8, s. 3 (1).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that residents had the right to receive essential caregivers of their choice, as per COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007.

A complaint was submitted to the Director related to essential caregivers being restricted from entering the long-term care unit.

As per COVID-19 Directive #3 effective on December 9, 2020, long-term care homes were responsible to manage essential caregivers and balance the need to mitigate risks to residents, staff and visitors with the mental, physical and spiritual needs of residents for their quality of life.

The Ministry of Long-Term Care's COVID-19 visiting policy dated December 26, 2020, defines caregivers as a type of essential visitor who is designated by the resident and/or their substitute decision-maker and is visiting to provide direct care to the resident (e.g. supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision-making). The policy also indicated that if the local public health unit was in the Orange, Red or Grey zone, or if the home was in an outbreak, a maximum of one caregiver per resident may visit at a time.

On January 14, 2021, a provincial emergency was declared, and a stay-at-home order was issued. The Assistant Deputy Minister addressed a memo dated January 14, 2021 to Long-Term Care Home Stakeholders that indicated that these enhanced measures did not impact the current requirements for essential visits to long-term care homes. During the declared provincial emergency, all homes were required to follow the applicable requirements and restrictions based on the Grey zone.

A press release dated February 4, 2021, issued from North Shore Health Network, indicated that no visitors (including essential visitors/caregivers) would be allowed into their long-term care unit effective February 4, 2021. In a subsequent press release dated February 16, 2021, essential caregivers were permitted to resume visits in the long-term care unit on February 17, 2021.

The Administrator/Chief Executive Officer (CEO) indicated that it was their final decision to end the visitation of essential caregivers in the long-term care unit. They further stated

that the decision was to protect the residents within the North Shore Health Network from the increase of COVID-19 cases in their community.

Sources: A complaint intake dated February 5, 2021; COVID-19 Directive #3 for Long-Term Care Homes under the Long-Term Care Homes Act, 2007 dated December 9, 2020; Ministry of Long-Term Care "COVID-19: visiting long-term care homes" policy dated December 26, 2020; Memorandum to Long-Term Care Home Stakeholders titled "Declaration of Provincial Emergency" dated January 14, 2021; "NSHN Temporarily Suspends ALL Visiting At ALL Sites" press release dated February 4, 2021; "NSHN Eases Visitor Restrictions; Resumes Routine Outpatient Services" press release dated February 16, 2021; and interviews with the Administrator/CEO and other staff. [s. 3. (1) 14.]

***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 every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference, to be implemented voluntarily.***

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Issued on this 18th day of March, 2021

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

**Original report signed by the inspector.**