



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

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

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

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

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
Télécopieur: (416) 327-4486

**Public Copy/Copie du public**

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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>
Oct 17, 2017	2017_370649_0016	022026-17	Complaint

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**Licensee/Titulaire de permis**

The Royale Development GP Corporation as general partner of The Royale  
Development LP  
302 Town Centre Blvd Suite 300 MARKHAM ON L3R 0E8

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

Bloomington Cove Care Community  
13621 Ninth Line Stouffville ON L4A 7X3

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

JULIEANN HING (649)

**Inspection Summary/Résumé de l'inspection**

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

**This inspection was conducted on the following date(s): September 19 and 20, 2017.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Associate Director of Care (ADOC), Director of Environmental, Laundry Aides (LAs), Environmental Team/Laundry Aide, Personal Support Workers (PSWs), Substitute Decision Maker (SDM), and residents.**

**During the course of the inspection, the inspector conducted a tour of the home, observed staff to resident interactions, conducted interviews, reviewed relevant policies, and residents' health records.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Laundry  
Personal Support Services**

**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**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
<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>

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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 89. Laundry service  
Specifically failed to comply with the following:**

**s. 89. (1) As part of the organized program of laundry services under clause 15 (1) (b) of the Act, every licensee of a long-term care home shall ensure that, (d) industrial washers and dryers are used for the washing and drying of all laundry. O. Reg. 79/10, s. 89 (1).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure as part of the organized program of laundry services under clause 15 (1) (b) of the Act, industrial washers and dryers are used for the washing and drying of all laundry.

A complaint was submitted on an identified date to the Ministry of Health and Long-Term Care (MOHLTC) alleging that residents do not have clean clothes, staff do not have towels to do care and residents are not getting scheduled baths/showers.

Observations on an identified date at approximately 0955 and 1310 hours respectively the inspector observed four appliances in an identified location of the home.

Interviews with the Laundry Aides (LAs) #100 and #101 revealed that the current appliances set up in an identified location of the home are heavy duty appliances and not industrial. According to the LAs an identified location was set up on an identified date in the home and the appliances are new. The LAs further revealed that the appliances are smaller and take longer.

Interview with the Director of Environmental confirmed that the appliances set up on an identified date in an identified location being used are not commercial appliances. [s. 89. (1) (d)]



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**Issued on this 17th day of October, 2017**

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

**Original report signed by the inspector.**