



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

Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch

Toronto Service Area Office  
5700 Yonge Street, 5th Floor  
TORONTO, ON, M2M-4K5  
Telephone: (416) 325-9660  
Facsimile: (416) 327-4486

Bureau régional de services de  
Toronto  
5700, rue Yonge, 5e étage  
TORONTO, ON, M2M-4K5  
Téléphone: (416) 325-9660  
Télécopieur: (416) 327-4486

Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité

### Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Feb 24, 2014	2014_268529_0004	T-724-13	Critical Incident System

#### Licensee/Titulaire de permis

SPECIALTY CARE INC  
400 Applewood Crescent, Suite 110, VAUGHAN, ON, L4K-0C3

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

BLOOMINGTON COVE  
13621 Ninth Line, Stouffville, ON, L4A-7X3

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

ERIC TANG (529)

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

The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): February 6, and 10, 2014.

During the course of the inspection, the inspector(s) spoke with administrator, director of care, director of program and admission, registered nursing staff, personal support workers, resident, and resident's substitute decision maker.

During the course of the inspection, the inspector(s) observed resident's environment, medication administrations, reviewed resident and home records.

The following Inspection Protocols were used during this inspection:



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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée

## Medication

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
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 O.Reg 79/10, s. 8. Policies, etc., to be followed, and records**



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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée

Specifically failed to comply with the following:

**s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,**  
**(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).**  
**(b) is complied with. O. Reg. 79/10, s. 8 (1).**

---

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the home's administration of natural health products policy (Policy 3-10 dated January 2014) and procedure is complied with.

A review of Section B (Natural Health Product not ordered by the Physician) of the policy and procedure states the following: a record of Natural Health Product (NHP) Use form will be completed by the nurse or physician in an interview with the resident or substitute decision maker.

Interviews with resident #001's substitute decision maker confirm that he/she has given resident #001 a bottle of natural health product. As per the product sheet the product has the following applications: provide relief from the stuffed-up feeling associated with catarrh, cold or influenza, relieve headache, temporarily relieve muscular pain, good for travel and motion sickness, antiseptic, stop itching resulted from insect and mosquito bite, and refreshing. The product sheet has indicated that it is for external application only.

An interview with an identified personal support worker (PSW) indicates that he/she was aware of resident #001 using the product but the PSW did not report to his/her supervisor.

On an identified date resident #001 mistakenly applied the product to a body part and resulted in chemical burns of the affected area.

Record review and staff interviews confirm that a record of Natural Health Product Use form was not used for resident #001 as per the home's policy and procedure on administration of natural health products. [s. 8. (1) (b)]



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

***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 the home's administration of natural health products policy and procedure is complied with, to be implemented voluntarily.***

---

Issued on this 26th day of February, 2014

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

*Eric LANG 529*