



**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  
prévues 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**

London Service Area Office  
291 King Street, 4th Floor  
LONDON, ON, N6B-1R8  
Telephone: (519) 675-7680  
Facsimile: (519) 675-7685

Bureau régional de services de London  
291, rue King, 4<sup>ième</sup> étage  
LONDON, ON, N6B-1R8  
Téléphone: (519) 675-7680  
Télécopieur: (519) 675-7685

Public Copy/Copie du public

| <b>Date(s) of inspection/Date(s) de l'inspection</b> | <b>Inspection No/ No de l'inspection</b> | <b>Type of Inspection/Genre d'inspection</b> |
|--|--|--|
| Jan 5, 20, 2012                                      | 2012_072120_0006                         | Complaint                                    |

**Licensee/Titulaire de permis**

MACGOWAN NURSING HOMES LTD  
719 Josephine Street, P.O. Box 1060, WINGHAM, ON, N0G-2W0

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

BRAEMAR RETIREMENT CENTRE  
719 Josephine Street North, R.R. #1, P.O. Box 1060, WINGHAM, ON, N0G-2W0

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

BERNADETTE SUSNIK (120)

**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 Director of Resident Care and Environmental Services Supervisor regarding excessive indoor air temperatures.(L-001056-11)

During the course of the inspection, the inspector(s) conducted a walk-through of the home, including common areas and the service corridor, took air temperatures, reviewed policies and procedures and resident care related documents.

Note: This report is a copy of the original inspection report #2011-159120-0021 dated July 13, 2011. IQS was not functional at the time of inspection and all information was documented manually. Please refer to original report on the Y drive filed under the home name and log #L-001056-11.

The following Inspection Protocols were used during this inspection:

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

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

| Legend  | Legendé  |
|---|--|
| WN – Written Notification<br>VPC – Voluntary Plan of Correction<br>DR – Director Referral<br>CO – Compliance Order<br>WAO – Work and Activity Order   | WN – Avis écrit<br>VPC – Plan de redressement volontaire<br>DR – Aiguillage au directeur<br>CO – Ordre de conformité<br>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. 20. Cooling requirements**
**Specifically failed to comply with the following subsections:**
**s. 20. (2) The licensee shall ensure that, if central air conditioning is not available in the home, the home has at least one separate designated cooling area for every 40 residents. O. Reg. 79/10, s. 20 (2).**
**Findings/Faits saillants :**

1. [O. Reg. 79/10, s. 20(2)] The home does not have central air conditioning or separate designated cooling areas to accommodate all residents. The system currently in place dehumidifies incoming air so that it modifies it slightly thereby also reducing the air temperatures slightly. However, the system does not sufficiently reduce air temperatures when outdoor temperatures are extreme, such as on July 11th and 12th, 2011. According to Environment Canada, outdoor air temperatures at 3 p.m. were 29 and 27.2°C respectively, with humidity levels between 46-50%, creating a Humidex of 34. At this level, some discomfort would be felt.

Confirmation was made, by reviewing stored data on a hygrometer set up at the main nurse's station that the air temperature in the building reached 31°C and the humidity reached 46% (Humidex 36) at some point over the last few days. The Environmental Services Supervisor and the Director of Resident Services both confirmed that the home was very hot and that the central air handling unit was not able to provide cooled air sufficiently to bring the air temperature down below that of outdoor air temperatures. During the visit, indoor air temperatures were recorded to be 26°C, with a humidity of 46%, while outdoor air temperatures were 21.5°C with a humidity of 45%.

**Additional Required Actions:**
**CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector".**
**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 26. Plan of care**

Specifically failed to comply with the following subsections:

s. 26. (3) A plan of care must be based on, at a minimum, interdisciplinary assessment of the following with respect to the resident:

1. Customary routines.
  2. Cognition ability.
  3. Communication abilities, including hearing and language.
  4. Vision.
  5. Mood and behaviour patterns, including wandering, any identified responsive behaviours, any potential behavioural triggers and variations in resident functioning at different times of the day.
  6. Psychological well-being.
  7. Physical functioning, and the type and level of assistance that is required relating to activities of daily living, including hygiene and grooming.
  8. Continence, including bladder and bowel elimination.
  9. Disease diagnosis.
  10. Health conditions, including allergies, pain, risk of falls and other special needs.
  11. Seasonal risk relating to hot weather.
  12. Dental and oral status, including oral hygiene.
  13. Nutritional status, including height, weight and any risks relating to nutrition care.
  14. Hydration status and any risks relating to hydration.
  15. Skin condition, including altered skin integrity and foot conditions.
  16. Activity patterns and pursuits.
  17. Drugs and treatments.
  18. Special treatments and interventions.
  19. Safety risks.
  20. Nausea and vomiting.
  21. Sleep patterns and preferences.
  22. Cultural, spiritual and religious preferences and age-related needs and preferences.
  23. Potential for discharge. O. Reg. 79/10, s. 26 (3).
- 

**Findings/Faits saillants :**

1. [O. Reg. 79/10, s. 26(3)11] Approximately 5 residents in the home have been identified by the Director of Resident Services as high risk for heat related illness. Information regarding the residents' heat risk status has not been added to the plan of care for the 5 residents and the plan of care does not include interventions to mitigate heat risk for these residents.

**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 a plan of care includes an interdisciplinary assessment of residents who are at seasonal risk relating to hot weather, to be implemented voluntarily.***

Issued on this 20th day of January, 2012



**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**

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



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

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007*, S.O. 2007, c.8

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

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

**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**

**Public Copy/Copie du public**

---

|  |   |
|--|---|
| <b>Name of Inspector (ID #) /<br/>Nom de l'inspecteur (No) :</b>                         | BERNADETTE SUSNIK (120)   |
| <b>Inspection No. /<br/>No de l'inspection :</b>   | 2012_072120_0006  |
| <b>Type of Inspection /<br/>Genre d'inspection:</b>                                      | Complaint   |
| <b>Date of Inspection /<br/>Date de l'inspection :</b>                                   | Jan 5, 20, 2012   |
| <b>Licensee /<br/>Titulaire de permis :</b>  | MACGOWAN NURSING HOMES LTD<br>719 Josephine Street, P.O. Box 1060, WINGHAM, ON, N0G-2W0               |
| <b>LTC Home /<br/>Foyer de SLD :</b>   | BRAEMAR RETIREMENT CENTRE<br>719 Josephine Street North, R.R. #1, P.O. Box 1060, WINGHAM, ON, N0G-2W0 |
| <b>Name of Administrator /<br/>Nom de l'administratrice<br/>ou de l'administrateur :</b> | ARCHIE MACGOWAN   |

---

To MACGOWAN NURSING HOMES LTD, you are hereby required to comply with the following order(s) by the date(s) set out below:



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

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

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

---

**Order # /**  
**Ordre no :** 001      **Order Type /**  
**Genre d'ordre :** Compliance Orders, s. 153. (1) (a)

**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 20. (2) The licensee shall ensure that, if central air conditioning is not available in the home, the home has at least one separate designated cooling area for every 40 residents. O. Reg. 79/10, s. 20 (2).

**Order / Ordre :**

- The home is to establish one cooling area for every 40 residents. The cooling area(s) must be "cooler" than outdoors but must not fall below a temperature of 22C. (September 25, 2011)
- Develop a contingency plan to transfer residents at high risk for heat stress, who show signs of heat stress, to a location that is "cooler" than outdoors and where the Humidex is less than 30. (Immediate)
- Assess all residents for heat risk. (Immediate)
- The home shall monitor the indoor air temperature and humidity values at a minimum of once daily, using a hygrometer (which shows both values) to determine the "Humidex" value, using Environment Canada's Humidex Calculator. This index can also be found in the MOHLTC document entitled "Guidelines for the Prevention and Management of Heat Related Illness in Long-Term Care Homes". A Humidex value between 30 and 39 will require the initiation of heat stress interventions. (Immediate)
- Educate all staff to recognize the signs and symptoms of heat stress in the elderly and the types of interventions needed to alleviate the risks. (Immediate)

**Grounds / Motifs :**

1. The home does not have central air conditioning or separate designated cooling areas to accommodate all residents. The system currently in place dehumidifies incoming air so that it modifies it slightly thereby also reducing the air temperatures slightly. However, the system does not sufficiently reduce air temperatures when outdoor temperatures are extreme, such as on July 11th and 12th, 2011. According to Environment Canada, outdoor air temperatures at 3 p.m. were 29 and 27.2°C respectively, with humidity levels between 46-50%, creating a Humidex of 34. At this level, some discomfort would be felt.

Confirmation was made, by reviewing stored data on a hygrometer set up at the main nurse's station that the air temperature in the building reached 31°C and the humidity reached 46% (Humidex 36) at some point over the last few days. The Environmental Services Supervisor and the Director of Resident Services both confirmed that the home was very hot and that the central air handling unit was not able to provide cooled air sufficiently to bring the air temperature down below that of outdoor air temperatures. During the visit, indoor air temperatures were recorded to be 26°C, with a humidity of 46%, while outdoor air temperatures were 21.5°C with a humidity of 45%. (120)

**This order must be complied with by /**

**Vous devez vous conformer à cet ordre d'ici le :** Jan 20, 2012



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

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

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

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

**REVIEW/APEAL INFORMATION**

**TAKE NOTICE:**

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this (these) Order(s) in accordance with section 163 of the Long-Term Care Homes Act, 2007.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for services for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Avenue West  
Suite 800, 8th Floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the Long-Term Care Homes Act, 2007. The HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the

Director

Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON M5S 2T5

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Avenue West  
Suite 800, 8th Floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).



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

**Order(s) of the Inspector**  
Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

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

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

**RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL**

**PRENDRE AVIS**

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au :

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
55, avenue St. Clair Ouest  
8e étage, bureau 800  
Toronto (Ontario) M4V 2Y2  
Télécopieur : 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.

En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire  
Commission d'appel et de révision des services de santé  
151, rue Bloor Ouest, 9e étage  
Toronto (Ontario) M5S 2T5

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
55, avenue St. Clair Ouest  
8e étage, bureau 800  
Toronto (Ontario) M4V 2Y2  
Télécopieur : 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Issued on this 20th day of January, 2012**

**Signature of Inspector /  
Signature de l'inspecteur :**

**Name of Inspector /  
Nom de l'inspecteur :** BERNADETTE SUSNIK

**Service Area Office /  
Bureau régional de services :** London Service Area Office