

**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
Jul 20, 2021	2021_878551_0009	007765-21	Complaint

Licensee/Titulaire de permis

The Glebe Centre Incorporated
950 Bank Street Ottawa ON K1S 5G6

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

Glebe Centre
77 Monk Street Ottawa ON K1S 5A7

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

MEGAN MACPHAIL (551)

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): June 22 and 23, 2021.

**The following intake was completed as part of this complaint inspection:
Log 007765-21 was related to the licensee withholding approval for an applicant's
admission.**

**During the course of the inspection, the inspector(s) spoke with the Director of
Care and an applicant's spouse.**

**During the course of the inspection, the inspector(s) reviewed a written notice for
withholding approval for an applicant's admission.**

**It is noted that Inspector Gurpreet Gill #705004 participated in the inspection as an
observer.**

**The following Inspection Protocols were used during this inspection:
Admission and Discharge**

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. 44. Authorization for admission to a home

Specifically failed to comply with the following:

- s. 44. (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,**
- (a) the ground or grounds on which the licensee is withholding approval; 2007, c. 8, s. 44. (9).**
 - (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; 2007, c. 8, s. 44. (9).**
 - (c) an explanation of how the supporting facts justify the decision to withhold approval; and 2007, c. 8, s. 44. (9).**
 - (d) contact information for the Director. 2007, c. 8, s. 44. (9).**

Findings/Faits saillants :

1. The licensee has failed to ensure that the written notice for withholding approval for admission set out a detailed explanation of the supporting facts, as they related both to the home and to the applicant's condition and requirements for care and did not provide an explanation of how the supporting facts justified the decision to withhold approval.

The Executive Director provided a written notice to an applicant and their spouse stating that the home was withdrawing the applicant's acceptance to the wait list on the grounds that the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements. The written notice stated that recent updates to the applicant's wait list referral information showed significant changes.

The written notice stated that nursing staff lacked the expertise necessary to manage the applicant's care and to provide the level of supervision required to ensure the safety of the applicant and other residents.

In an interview with the DOC, they stated that when an approval for an application is rejected due to the applicant's behaviours, a lack of nursing expertise necessary to meet the applicant's care requirements is cited, and the written notice that is provided follows a standard template.

The written notice did not provide a detailed explanation of the supporting facts, as they related both to the home and to the applicant's condition and requirements for care and did not provide an explanation of how the supporting facts justified the decision to withhold approval.

Sources: Written notice for withholding approval and interview with the DOC. [s. 44. (9)]

Issued on this 28th day of July, 2021

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

Original report signed by the inspector.