



**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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Aug 16, 2018	2018_539120_0037	016159-18, 016232-18	Complaint

Licensee/Titulaire de permis

Caessant-Care Nursing and Retirement Homes Limited
264 Norwich Avenue WOODSTOCK ON N4S 3V9

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

Cambridge Country Manor
3680 Speedsville Road, R.R. #1 CAMBRIDGE ON N3H 4R6

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.

This inspection was conducted on the following date(s): August 7, 2018

Several complaints were received related to excessive heat in the home and resident heat stress management interventions.

During the course of the inspection, the inspector(s) spoke with Administrator, Associate Director of Care, Director of Care, Maintenance Manager, residents, registered staff and personal support workers.

During the course of the inspection, the inspector toured the home, took air temperature and humidity readings, reviewed air and humidity records, observed residents, reviewed hot weather and illness prevention management policy and procedures, clinical records and heat stress assessments.

**The following Inspection Protocols were used during this inspection:
Safe and Secure Home**

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>Legendé</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 O.Reg 79/10, s. 20. Cooling requirements
Specifically failed to comply with the following:

s. 20. (1) Every licensee of a long-term care home shall ensure that a written hot weather related illness prevention and management plan for the home that meets the needs of the residents is developed in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices and is implemented when required to address the adverse effects on residents related to heat. O. Reg. 79/10, s. 20 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that the written hot weather related illness prevention and management plan met the needs of the residents and was developed in accordance with prevailing practices and implemented when required to address the adverse effects on residents related to heat.

Prevailing practices are generally accepted widespread practices which are used to make decisions. The Ministry of Health and Long Term Care developed a guidance document entitled "Guidelines for the Prevention and Management of Hot Weather Related Illness in Long Term Care Homes, 2012", which was shared with all Long Term Care Homes in 2012. The guidance document includes information with respect to monitoring the internal building environment when outdoor conditions exceed a temperature of 25 degrees Celcius (C) and interventions to reduce heat related illness and to reduce heat in the building when the Humidex reaches 30 [some discomfort begins at this level]. The Humidex is an index number that is used to describe how the weather feels to the average person and is determined when the effect of heat and humidity are combined. This is to ensure that cooling systems or other cooling alternatives in the building are functional and able to provide relief to residents in certain designated areas should they require it. The guidance document also includes information with respect to enhanced resident symptom monitoring related to excessive heat.

Heat warnings were issued for the Province of Ontario beginning on June 17, 2018, which included the Kitchener/Cambridge area, when the Humidex approached or exceeded 40. Values over a Humidex of 35 were experienced on June 17, 18, 29, 30, July 1-5, 2018, at which time designated cooling areas, which include dining rooms and common spaces, must be available to residents if a home's central air conditioning system is not adequate, functional or has not been provided.

Several complaints were received between July 4-5, 2018, that residents' rooms were uncomfortably warm and the common areas, such as dining rooms were not effectively cooler than the rest of the home, especially when occupied for meals or activities. No specific heat-related health effects were reported by the complainants other than the residents were uncomfortable and could not get any relief. One complainant purchased a thermometer and placed it in a resident room and stated it reached 32C.

During the inspection, the Administrator provided several policies related to their hot



weather management plan, including a fact sheet that was posted in the home entitled "Hot Weather Plan". The "Hot Weather Plan" fact sheet and the first policy entitled "Hot Weather Plan - Residents" dated May 2018, included statements that "residents will start to feel uncomfortable when the Humidex reaches 35" and that the charge nurse would announce that the heat plan was in effect when the "indoor Humidex temp was 35". The fact sheet identified what responses or interventions would be taken should the plan be in effect and that dining rooms were air conditioned. A procedure for administration staff included the monitoring and recording of indoor temperatures and humidity levels and a procedure for maintenance to implement strategies to improve ventilation. How the Humidex would be calculated, where air temperature and humidity levels would be taken and what instruments would be used was not specified in the plan. The second plan, entitled "Hot Weather Plan -Staff" dated May 2018, included that "cooling zones be created through the use of fans and air conditioning" and that Humidex equipment be put in the kitchen, laundry and tub rooms. Neither policy included the need to begin monitoring residents when the Humidex reached 30, what areas were the designated cooling areas for residents and what steps to take if the designated cooling areas were not capable of providing cooling relief to residents for whatever reason.

The availability of hygrometers designed to take air temperature and humidity levels were not available in the home's designated cooling areas which were identified by the Administrator as two separate dining rooms. The licensee therefore did not have any records to verify whether their designated cooling areas were adequately cooled during the heat warning in early July 2018. Hygrometers were noted, one in each of two long corridors and temperature and humidity levels were documented. According to the records provided, beginning on June 29, 2018, the Humidex calculated in the corridors was 29-32, but under the "action taken" column, a zero was documented. According to the Associate Director of Care and the first policy noted above, no action was necessary until the Humidex reached 35. On June 30, July 1 and July 2, 2018, the Humidex was 31-36, on the day and evening shifts. Documentation included that the actions taken included announcing a heat alert and implementing specific identified interventions for the residents. The outdoor Humidex for June 30-July 2, 2018, according to Environment Canada for the Kitchener/Cambridge region was 36-41, with the highest Humidex of 45 on June 30, 2018 at 1600 hours. Prior to the end of the inspection, the Associate Director of Care amended their policy entitled "Hot Weather Plan - Residents" to include a response when the Humidex reached 30.

During the inspection, confirmation was made that the home was not equipped with a central air conditioning system. Various resident rooms were equipped with portable air



conditioning units which were brought in by families and installed by the maintenance person. Two separate dining rooms were equipped with portable air conditioning units. The front dining room had two window units and the back dining room had one unit through a wall. According to the Administrator, the second unit for the front dining room was purchased and installed on July 9, 2018, as the single unit could not keep up with the demand placed on it during the extreme heat experienced between June 29 and July 5, 2018. Numerous windows were found to be open in rooms without air conditioners and window coverings were made of a sheer material.

At the time of inspection, air temperatures and humidity levels were taken using a digital hygrometer which was placed away from heat and cold sources for a minimum of 10 minutes. The two corridors were 25C with humidity at 53% and 59%. The front dining room while unoccupied was 24C with humidity of 51% and the back dining room while unoccupied was 26C with a humidity of 49%. The average Humidex for the indoor spaces was 29. According to Environment Canada, for the Kitchener/Cambridge region on August 7, 2018, the outdoor Humidex was 27-34. The Administrator was informed of the Ministry guidelines noted above with respect to monitoring the designated cooling areas using appropriate hygrometers to determine whether the portable air conditioners will provide adequate cooling when outdoor Humidex values rise over 35.

The licensee's hot weather related illness prevention and management plan was not developed in accordance with prevailing practices and implemented when required to address the adverse effects on residents related to heat. The two plans provided by the licensee were not developed in accordance with the "Guidelines for the Prevention and Management of Hot Weather Related Illness in Long Term Care Homes, 2012", related to the monitoring of designated cooling areas, at what point enhanced heat related interventions needed to begin and what steps or actions needed to be taken if the existing cooling systems could not provide adequate cooling in the required designated spaces. [s. 20. (1)]



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Issued on this 16th day of August, 2018

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

Original report signed by the inspector.