



**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**

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

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

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

**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 25, 2018	2017_324535_0009	002188-17, 014114-17	Complaint

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**Licensee/Titulaire de permis**

Downsview Long Term Care Centre Limited  
3595 Keele Street NORTH YORK ON M3J 1M7

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

Downsview Long Term Care Centre  
3595 Keele Street NORTH YORK ON M3J 1M7

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

VERON ASH (535)

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**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): June 30, July 2, 3, 4, 2017;  
April 23, 26, May 15, 16, 30, September 6, 2018.**

**The following intake was inspected during this Complaint inspection: Log #014114-  
17 related to residents' trust accounts and Log # 002188-17 related to financial  
concerns.**

**During the course of the inspection, the inspector(s) spoke with the Chief  
Operating Officer (COO), Director of Operations, Administrator, Business Manager,  
Senior Accountant, Junior Accountant, Director of Care (DOC), Social Worker,  
Nurse Manager, Power of Attorney (POA) and residents.**

**During the course of the inspection, the inspector conducted review of financial  
records, contract and statements; and reviewed relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Trust Accounts**

**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
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. 241. Trust accounts**



**Specifically failed to comply with the following:**

**s. 241. (4) No licensee shall,**

**(a) hold more than \$5,000 in a trust account for any resident at any time; O. Reg. 79/10, s. 241 (4).**

**(b) commingle resident funds held in trust with any other funds held by the licensee; or O. Reg. 79/10, s. 241 (4).**

**(c) charge a resident, or a person acting on behalf of a resident, a transaction fee for withdrawals, deposits, or anything else related to money held in trust. O. Reg. 79/10, s. 241 (4).**

**s. 241. (7) The licensee shall,**

**(f) provide to the resident, or to a person acting on behalf of a resident, a quarterly itemized written statement respecting the money held by the licensee in trust for the resident, including deposits and withdrawals and the balance of the resident's funds as of the date of the statement; and O. Reg. 79/10, s. 241 (7).**

**Findings/Faits saillants :**



1. The licensee has failed to ensure that they have not held more than \$5,000.00 in a trust account for any resident at any time.

The Ministry of Health received a complaint related to residents' trust accounts having excess of the maximum amount of \$5,000.00 balance.

Record review of the Account Receivable Aged Trial Balance documents indicated that resident #001, #002, #003, and #004 had an excess of \$5,000.00 balance in each of their accounts during the inspection on July 5, 2017.

During an interview, Accountant #112 verified the amounts listed on the Account Receivable Aged Trial Balance documents for residents #001, #002, #003 and #004 had an excess of \$5,000.00 balance. During an interview, the home's Administrator stated that the expectation was that residents' trust accounts had a maximum of \$5,000.00 to ensure compliance with the MOH regulations. [s. 241. (4) (a)]

2. The licensee has failed to ensure that quarterly itemized written statement respecting the money held by the licensee in trust for residents, including deposits and withdrawals and the balance of the resident's funds as of the date of the statement, were provided to the resident or to a person acting on behalf of a resident.

Record review and interviews with resident #006 who was independent and cognitively intact; and listed power of attorney (POA) #118, #119, and #120 identified that quarterly itemized statements were not being provided to the resident or the persons acting on behalf of the resident by the home to reflect transactions and balance of the resident funds as of the date of the statements. During an interview, the senior accountant stated they believed quarterly statements were issued to residents and POAs; but added that they were no longer supporting residents' trust accounts.

During an interview, the home's Administrator verified that all residents who were cognitively aware or persons acting on behalf of the resident should be issued quarterly itemized written statement respecting the money held by the licensee in trust for residents. [s. 241. (7) (f)]



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**Issued on this 25th day of October, 2018**

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

**Original report signed by the inspector.**