

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

**Original Public Report**

<b>Report Issue Date:</b> February 21, 2024	
<b>Inspection Number:</b> 2024-1259-0001	
<b>Inspection Type:</b> Complaint Critical Incident Follow up	
<b>Licensee:</b> Maplewood Nursing Home Limited	
<b>Long Term Care Home and City:</b> Cedarwood Village, Simcoe	
<b>Lead Inspector</b> Brandy MacEachern (000752)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Samantha Perry (740)	

**INSPECTION SUMMARY**

<p>The inspection occurred onsite on the following date(s): February 13, 14, 15, 16, 2024</p> <p>The following Critical Incident (CI) intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00107602/ CI 2768-000004-24 related to Infection Prevention and Control</li> </ul> <p>The following Complaint Intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00104914 related to Staffing</li> </ul> <p>The following Follow Up Compliance Order (CO) intake(s) were completed:</p> <ul style="list-style-type: none"> <li>• Intake: #00103447/ CO #001 / #2023-1259-0007 related to O. Reg. 246/22 - s. 59 (b) Altercations and Other Interactions Between Residents</li> </ul>
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- Intake: #00103446/ CO #002 / #2023-1259-0007 related to O. Reg. 246/22 - s. 140 (2) Administration of Drugs
- Intake: #00103448/ CO #003 / #2023-1259-0007 related to O. Reg. 246/22 - s. 34 (2) General Requirements

**Previously Issued Compliance Order(s)**

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2023-1259-0007 related to O. Reg. 246/22, s. 59 (b) inspected by Brandy MacEachern (000752)

Order #002 from Inspection #2023-1259-0007 related to O. Reg. 246/22, s. 140 (2) inspected by Brandy MacEachern (000752)

Order #003 from Inspection #2023-1259-0007 related to O. Reg. 246/22, s. 34 (2) inspected by Brandy MacEachern (000752)

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

Medication Management  
Infection Prevention and Control  
Responsive Behaviours  
Staffing, Training and Care Standards

## INSPECTION RESULTS

**WRITTEN NOTIFICATION: Screening Measures**

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: FLTCA, 2021, s. 81 (1)**

Screening measures

s. 81 (1) Every licensee of a long-term care home shall ensure that screening measures are conducted in accordance with the regulations before hiring staff and accepting volunteers.

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The licensee has failed to ensure the screening measures were conducted in accordance with the regulations before they hired nine different staff members.

**Rationale and Summary**

The Ministry of Long-Term Care (MLTC) received a complaint related to staff training and orientation.

During the course of the complaint inspection a record review of nine different staff members employee records were reviewed and documented either police checks that were completed more than six months prior to the staffs hire date or police checks that were completed after the staffs hire date. This created undo resident risk of exposure to potentially unsafe staff and resident interactions and ignored the residents' rights to be protected from abuse and neglect.

**Sources:** Employee file record review, interviews with staff and management.

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**WRITTEN NOTIFICATION: Orientation**

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: FLTCA, 2021, s. 82 (2)**

Training

s. 82 (2) Every licensee shall ensure that no person mentioned in subsection (1) performs their responsibilities before receiving training in the areas mentioned below:

1. The Residents' Bill of Rights.
2. The long-term care home's mission statement.
3. The long-term care home's policy to promote zero tolerance of abuse and neglect of residents.
4. The duty under section 28 to make mandatory reports.
5. The protections afforded by section 30.
6. The long-term care home's policy to minimize the restraining of residents.
7. Fire prevention and safety.
8. Emergency and evacuation procedures.
9. Infection prevention and control.
10. All Acts, regulations, policies of the Ministry and similar documents, including policies of

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the licensee, that are relevant to the person's responsibilities.

11. Any other areas provided for in the regulations.

The licensee has failed to ensure that ten different staff members received training before performing their responsibilities.

**Rationale and Summary**

The Ministry of Long-Term Care (MLTC) received a complaint related to staff training and orientation.

A record review for ten different staff members employee records documented no information to support the home provided the required training as per the legislation.

The Administrator said none of these specific staff members working in the home received the required training as per the legislation, creating undue resident risk of exposure to potentially unsafe staff and resident interactions when staff were performing their responsibilities.

**Sources:** Employee file record review, interviews with staff and management.

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**WRITTEN NOTIFICATION: Hiring staff, Accepting Volunteers**

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 252 (3)**

Hiring staff, accepting volunteers

s. 252 (3) The police record check must be a vulnerable sector check referred to in paragraph 3 of subsection 8 (1) of the Police Record Checks Reform Act, 2015, and be conducted to determine the person's suitability to be a staff member or volunteer in a long-term care home and to protect residents from abuse and neglect.

The licensee has failed to ensure the police record check was a vulnerable sector check as per paragraph 3 of subsection 8 (1) of the Police Record Checks Reform Act, 2015, to determine three different staff member's suitability, to be staff members at Cedarwood Village Long-Term Care Home (LTCH) and to protect residents from abuse and neglect.

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**Rationale and Summary**

The Ministry of Long-Term Care (MLTC) received a complaint related to staff training and orientation.

During the course of the complaint inspection a record review of three different staff members was completed and documented no vulnerable sector screening for any of the three staff members, creating undue resident risk of potential exposure to unsafe staff and resident interactions and ignored the residents' rights to be protected from abuse and neglect.

**Sources:** Employee file record review, interviews with staff and management.

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