



**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

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Aug 10, 2016	2016_440210_0011	005861-16	Complaint

Licensee/Titulaire de permis

City of Toronto
55 JOHN STREET METRO HALL, 11th FLOOR TORONTO ON M5V 3C6

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

CUMMER LODGE
205 CUMMER AVENUE NORTH YORK ON M2M 2E8

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

SLAVICA VUCKO (210)

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): July 29, 2016.

During the course of the inspection, the inspector(s) spoke with the Administrator and reviewed the home's policy for managing complaints and complaint records.

**The following Inspection Protocols were used during this inspection:
Reporting and Complaints**



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

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

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).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



**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**

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 22.
Licensee to forward complaints**

Specifically failed to comply with the following:

**s. 22. (1) Every licensee of a long-term care home who receives a written
complaint concerning the care of a resident or the operation of the long-term care
home shall immediately forward it to the Director. 2007, c. 8, s. 22 (1).**

Findings/Faits saillants :

1. The licensee has failed to ensure that any written complaints that concerning the care of a resident or the operation of the home were immediately forwarded to the Director.

A review of the home's complaints record for 2015 indicated that on an identified date a family member of resident #001 submitted two complaint letters to registered staff #100 in regards to the care of the resident. The family member informed the registered staff that copies of the complaint letters were already forwarded to Ministry of Health and Long Term Care (MOHLTC) by the complainant.

A review of the home's policy "Managing and Reporting Complaints", dated September 1, 2014, revealed that managers must advise the Administrator immediately or within 24 hours of any complaints forwarded to them by staff, or the RN-in Charge and action taken to date. The policy further states that for written complaints related to section 24 of the Long Term Care Homes Act, 2007, a copy of the complaint shall be electronically submitted immediately to MOHLTC with a written report documenting the response the licensee made to the complainant, within 10 business days.

Interview with the home's Administrator revealed that he/she had opportunity to talk to the complainant on an identified date, six days after the complaint letters were submitted to Registered Staff #100, but he/she was not informed that complaint letters were already submitted to registered staff or MOHLTC. The registered staff initiated an immediate investigation into the complaints but did not inform the Administrator about the letters. He/she became aware of the complaint letters on an identified date, eight days after they were submitted to registered staff and after the complainant talked to the Director of the Long Term Care Homes of City of Toronto, one day earlier.

The Administrator confirmed that the internal process for managing complaints was not followed and that a copy of the written complaints was not forwarded to MOHLTC immediately but after nine days. [s. 22. (1)]



**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**

Issued on this 2nd day of September, 2016

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

Original report signed by the inspector.