



**Inspection Report
under the *Long-Term
Care Homes Act, 2007***

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
February 14, 2011	2011-120-1056-16FEB100211 2011-120-1056-14FEB080715	H-00336 & H-03120 – Critical Incidents
Licensee/Titulaire		
Revera Long Term Care Inc., 55 Standish Court, 8 th Floor, Mississauga ON L5R 4B2		
Long-Term Care Home/Foyer de soins de longue durée		
Dover Cliffs, 501 St. George St., Port Dover, ON, N0A 1N0		
Name of LTC Homes Inspector(s)/Nom de l'inspecteur(s) de les foyer de soins de longue duree		
Bernadette Susnik – Environmental Health #120		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to follow-up on two Critical Incidents (#1056-000028-10 and #1056-000005-11) submitted to the Ministry of Health and Long Term Care on December 15, 2010 and February 7, 2011 related to a burst water pipe and subsequent flood and an elevator breakdown.

During the course of the inspection, the above noted inspector spoke with the Administrator and Maintenance Manager. During the course of the inspection, the affected areas such as the 1st floor dining room, 2nd floor activity lounge and the attic storage room were inspected.

The following Inspection Protocol was used during this inspection:

- *Accommodation Services - Maintenance*

Findings of Non-Compliance were found as a result of this inspection. The following action was taken:

**2 WN
1 VPC**

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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 suivant constituer un avis d'écrit de l'exigences prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The licensee has failed to comply with the LTCHA, 2007, S.O., 2007, c.8, s. 15(2)(c). Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

Findings:

A water pipe located in a storage room located on the 3rd floor (attic), burst on December 14, 2010, following a number of cold days dipping below -10C. The pipe which runs the length of an exterior wall, was not exposed to any heat from the room due to poor ventilation. Boxes were apparently stacked in the room, blocking the ventilation and the heat from the pipe. The pipe was therefore not maintained to ensure that it would remain in good condition.

The water ran down to the 2nd and 1st floors, damaging the ceilings. The repairs that were started in the 2nd floor lounge area remain to be unfinished, without a drop ceiling (wires exposed) and a wall that still has not had the hoarding removed. The 1st floor dining room ceiling that has not been sanded and painted.

WN #2: The licensee has failed to comply with O. Reg. 79/10, s. 230(1)(b), 230(4)1.v, viii, 230(5) and 230(6).

230(1)(b) ensure that hazards and risks that may give rise to an emergency impacting the home are identified and assessed, whether the hazards and risks arise within the home or in the surrounding vicinity or community.

230(4) The licensee shall ensure that the emergency plans provide for the following:

1. Dealing with,
 - v. medical emergencies,
 - vi. chemical spills,
 - viii. loss of one or more essential services.

230(5) The licensee shall ensure that the emergency plans address the following components:

1. Plan activation.

