

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Original Public Report

Report Issue Date: June 20, 2024	
Inspection Number: 2024-1377-0003	
Inspection Type: Follow up	
Licensee: Extendicare (Canada) Inc.	
Long Term Care Home and City: Extendicare Halton Hills, Georgetown	
Lead Inspector Bernadette Susnik (120)	Inspector Digital Signature
Additional Inspector(s) Miechelle Gill (000850)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 27, 28, 30, 2024
The inspection occurred offsite on the following date(s): May 29, 2024

The following intake(s) were inspected:

- Intake #00105767 related to the safety of portable heaters (Order #001).
- Intake #00105768 related to the resident-staff communication and response system (Order #002).
- Intake #00105769 related to the housekeeping program (Order #003).
- Intake #00105770 related to the maintenance program (Order #004).

Previously Issued Compliance Order(s)

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

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

Order #001 from Inspection #2023-1377-0007 related to FLTCA, 2021, s. 5 inspected by Bernadette Susnik (120)

Order #002 from Inspection #2023-1377-0007 related to O. Reg. 246/22, s. 20 (e) inspected by Bernadette Susnik (120)

Order #003 from Inspection #2023-1377-0007 related to O. Reg. 246/22, s. 78 (7) (c) inspected by Bernadette Susnik (120)

Order #004 from Inspection #2023-1377-0007 related to O. Reg. 246/22, s. 96 (1) (b) inspected by Bernadette Susnik (120)

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

Housekeeping, Laundry, and Maintenance Services
Safe and Secure Home
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Air temperatures

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

Non-compliance with: O. Reg. 246/22, s. 24 (1)

Air temperature

s. 24 (1) Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius.

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

The licensee failed to ensure that the home was maintained at a minimum of 22 degrees Celsius.

Rationale and Summary

The ambient air temperature in two different home areas was 19°C and 21.8°C on two separate days during the inspection when measured. The air supply flowing into one of the home areas was 19°C.

The temperature setting on the thermostats for the two home areas was 21.1°C and 21.6°C. The air temperature measured in one of the two home areas was 20.6°C and the outdoor air temperature was 19°C. The Environmental Services Manager was not aware of settings on the thermostats and reported that they should have been set to 22.2°C at the lowest set point.

Temperatures between 21.2 and 21.8°C were recorded of the dining area and lounge in one particular home area by a maintenance employee for three separate days in May 2024. These spaces were also continuously monitored by sensors. The dining room for two separate home areas averaged 19.5-21.5°C throughout the month of April, 2024. During certain periods during the month of May 2024, the temperatures were below 22°C from one hour in duration to 24 hours in duration. A resident room was 18.5°C in May for 23 hours and 19°C for 2 hours. From May 17th onward, two resident rooms were an average of 19.5 to 21.5°C each day.

The licensee's maintenance request system included a record from a resident who complained that it was too cold on an identified date in May 2024, however the maintenance person did not take a temperature of their room or identify that they had checked the thermostat.

According to the Environmental Services Manager, the radiant heat panels were shut off on the same date the complaint was made to accommodate warmer

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

daytime outdoor temperatures. Nighttime temperatures however were much lower and affected the indoor temperatures so that they were not consistently at 22°C or higher as required.

Sources: Air temperature measurements, review of air temperature logs, review of the maintenance request logs, interview with the Environmental Services Manager.
[120]