

**Extendicare Hamilton**

**Original Public Report**

**Report Issue Date**      October 3, 2022

**Inspection Number**    2022\_1343\_0002

**Inspection Type**

- Critical Incident System     Complaint     Follow-Up     Director Order Follow-up  
 Proactive Inspection         SAO Initiated                       Post-occupancy  
 Other \_\_\_\_\_

**Licensee**

Extendicare (Canada) Inc.

**Long-Term Care Home and City**

Extendicare Hamilton

**Lead Inspector**

Parminder Ghuman (706988)

**Inspector Digital Signature**

**Additional Inspector(s)**

Waseema Khan (741104)

**INSPECTION SUMMARY**

The inspection occurred on the following date(s): September 8, 9, 12, 13 & 14, 2022

The following intake(s) were inspected:

- 009068-22 (CIS # 2858-000008-22) related to unwitnessed fall of resident resulting in hip fracture.
- 016666-22 (Complaint) related to No Air Conditioner in room.

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

- Falls Prevention and Management
- Infection Prevention and Control (IPAC)
- Safe and Secure Home

**INSPECTION RESULTS**

**During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.**

**NON-COMPLIANCE REMEDIED**

**Non-compliance** was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154(2) and requires no further action.

**NC#001 remedied pursuant to FLTCA, 2021, s. 154(2)****O. Reg. 246/22 s. 268 (4) 3**

During a tour of the home on September 8, 2022 around 1200 to 1305 hours the inspectors observed expired hand sanitizers in Dundurn home area and in Edgemount home area. At the time of the observation there were no residents in the vicinity, and the risk was low as this sanitizer was present on a shelf under the TV in Dundurn home area and the other hand sanitizer was at the nursing station of Edgemount home area and residents had no access to this sanitizer.

This was brought to Registered Practical Nurse's (RPN's) and IPAC Manager's attention. RPN's immediately removed the expired hand sanitizers from the home areas. IPAC manager also confirmed that the expired product is not accessible to residents anymore. This was also brought to the Administrator's attention around 1415 hrs. Administrator confirmed that they have already instructed staff to remove any expired sanitizer if available in the entire home. Around 1445 hrs IPAC Manager informed that all expired product had been removed from all the floors and they had also verified that there is no stock of the product in the storage room. Follow up observation was done on September 9, 2022, and no expired product was identified.

Date Remedy Implemented: September 9, 2022 [706988]

**REVIEW/APPEAL INFORMATION****TAKE NOTICE**

The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the *Fixing Long-Term Care Act, 2021* (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB).

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include,

- (a) the portions of the order or AMP in respect of which the review is requested. Please include the inspection report # and the order or AMP #;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Hamilton Service Area Office**  
119 King Street West, 11<sup>th</sup> Floor  
Hamilton ON L8P 4Y7  
Telephone: 1-800-461-7137  
[HamiltonSAO.moh@ontario.ca](mailto:HamiltonSAO.moh@ontario.ca)

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON M7A 1N3  
email: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

If service is made by:

- registered mail, is deemed to be made on the fifth day after the day of mailing
- email, is deemed to be made on the following day, if the document was served after 4 p.m.
- commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- An order made by the Director under sections 155 to 159 of the Act.
- An AMP issued by the Director under section 158 of the Act.
- The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor  
Toronto, ON M5S 1S4

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
Toronto, ON M7A 1N3  
email: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).