

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

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

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Mar 31, 2021	2021_785732_0007	001671-21, 002413-21	Complaint

Licensee/Titulaire de permis

Extendicare (Canada) Inc.
3000 Steeles Avenue East Suite 103 Markham ON L3R 4T9

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

Extendicare Laurier Manor
1715 Montreal Road Gloucester ON K1J 6N4

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

EMILY PRIOR (732)

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): March 23 to 26, 2021 and March 29 and 30, 2021.

The following logs were completed in this Complaint inspection:

Log #002413-21 related to alleged abuse and resident charges;

Log #001671-21 related to falls prevention, dining, and infection prevention and control (IPAC).

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), the IPAC lead, the Dietary Manager, Registered Practical Nurses (RPN), Personal Support Workers (PSW), the Office Manager, a housekeeper, and an Administrative Assistant.

In addition, the inspector(s) reviewed relevant health care records and documents; and observed the provision of care and services to residents, resident care areas, meal service, and infection prevention and control measures.

The following Inspection Protocols were used during this inspection:

Dining Observation

Falls Prevention

Infection Prevention and Control

Prevention of Abuse, Neglect and Retaliation

Resident Charges

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

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 71. Menu planning
Specifically failed to comply with the following:**

**s. 71. (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,
(c) includes alternative choices of entrees, vegetables and desserts at lunch and dinner; O. Reg. 79/10, s. 71 (1).**

Findings/Faits saillants :

1. The licensee has failed to ensure that the menu cycle included an alternate choice of entrée and vegetable at lunch and dinner.

A complaint was made to the Director that meal choices were not being provided. The Dietary Manager confirmed that for most of 2020, up until two weeks ago, the menu cycle contained one choice of meal and if the resident did not like the meal choice, they would be provided a sandwich.

Inspector reviewed a planned weekly menu from that time period. The menu did not contain an alternate entrée or vegetable at lunch or dinner.

Sources: Interview with Dietary Manager and other staff; review of planned weekly menu [s. 71. (1) (c)]

Issued on this 6th day of April, 2021

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

Original report signed by the inspector.