



**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**

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
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## Public Copy/Copie du public

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<b>Report Date(s) / Date(s) du apport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 26, 2015	2015_362138_0010	O-001378-14, O-001379-14	Critical Incident System

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### Licensee/Titulaire de permis

EXTENDICARE NORTHEASTERN ONTARIO INC  
3000 STEELES AVENUE EAST SUITE 700 MARKHAM ON L3R 9W2

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

EXTENDICARE MEDEX  
1865 BASELINE ROAD OTTAWA ON K2C 3K6

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

PAULA MACDONALD (138)

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## Inspection Summary/Résumé de l'inspection

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): March 25, 2015**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Registered Dietitian, the Assistant Director of Care, several Registered Nurses, and several Residents. The inspector also reviewed several resident health care records, monitored a partial meal service, and reviewed the home's internal investigation documents into an incident.**

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

**Nutrition and Hydration**

**Prevention of Abuse, Neglect and Retaliation**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**1 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 24. Reporting certain matters to Director**



Specifically failed to comply with the following:

**s. 24. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:**

- 1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident. 2007, c. 8, s. 24 (1), 195 (2).**
- 2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident. 2007, c. 8, s. 24 (1), 195 (2).**
- 3. Unlawful conduct that resulted in harm or a risk of harm to a resident. 2007, c. 8, s. 24 (1), 195 (2).**
- 4. Misuse or misappropriation of a resident's money. 2007, c. 8, s. 24 (1), 195 (2).**
- 5. Misuse or misappropriation of funding provided to a licensee under this Act or the Local Health System Integration Act, 2006. 2007, c. 8, s. 24 (1), 195 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to comply with section 24.(1)2. of the Act in that the licensee failed to immediately report the suspicion of neglect of a resident by the licensee or staff that resulted in harm or risk of harm and the information upon which it was based to the Director.

The home's Administrator provided the inspector with a copy of an email sent to the home on Monday, November 17, 2014 at 9:24 pm by Resident #002's family member outlining concerns that the resident was upset and reported that a staff member told him/her to go in his/her bed in response to a request for toileting assistance and that the resident had also been refused hand hygiene after toileting which occurred prior to a meal service. The home's Administrator forwarded this email on Wednesday, November 19, 2014 at 12:54 pm to the home's Director of Care demonstrating that the home was aware of the incident by this time. The incident was not immediately reported to the Director as it was reported the following day on November 20, 2014 at 4:00 pm according to the Critical Incident Report submitted by the home.

(O-001379-14) [s. 24. (1)]



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***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure all reports of neglect that result in harm or the risk of harm are immediately reported to the Director, to be implemented voluntarily.***

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**Issued on this 26th day of March, 2015**

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

**Original report signed by the inspector.**