



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des Soins  
de longue durée**

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

**Rapport d'inspection prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée**

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

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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## **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Dec 4, 2018	2018_621547_0035	020895-18	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 Medex  
1865 Baseline Road OTTAWA ON K2C 3K6

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

LISA KLUKE (547)

## **Inspection Summary/Résumé de l'inspection**



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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): off site on October 10, 31,  
and November 2, 2018**

**This complaint inspection log #020895-18 regarding concerns related to the written  
notice to the applicant for withholding approval for authorization of admission.**

**During the course of the inspection, the inspector(s) spoke with Social Worker, a  
Patient Services Manager with the South East Local Health Integrated Network (SE  
LHIN).**

**In addition, the inspector reviewed the written notice of withholding of approval of  
the applicant that was provided to the SE LHIN.**

**Ad-hoc notes were used during this inspection.**

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

**2 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



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

Legend	Légende
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. 44. Authorization for admission to a home**



Specifically failed to comply with the following:

- s. 44. (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,
- (a) the ground or grounds on which the licensee is withholding approval; 2007, c. 8, s. 44. (9).
  - (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; 2007, c. 8, s. 44. (9).
  - (c) an explanation of how the supporting facts justify the decision to withhold approval; and 2007, c. 8, s. 44. (9).
  - (d) contact information for the Director. 2007, c. 8, s. 44. (9).

**Findings/Faits saillants :**

1. The Licensee has failed to ensure that when withholding approval for admission, the licensee shall give the persons described in subsection (10) a written notice setting out specifically, d) contact information for the Director.

LTCHA 2007 stipulates in s.44(7) whereby the appropriate placement coordinator gave the Licensee copies of the assessments and information that were required to have been taken into account, under subsection 43(6), and the Licensee is to review these assessments and information and shall approve the applicant's admission to the home unless, as the Licensee specified in their response letter that:

a) the home lacks the physical facilities necessary to meet the applicant's care requirements;

The written notice provided by the Licensee on a specified date was sent to the SE LHIN via fax another specified date. In this notice, the Licensee did not provide contact information for the Director required by this section. [s. 44. (9) (d)]

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**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 162. Approval by licensee**



**Specifically failed to comply with the following:**

**s. 162. (3) Subject to subsections (4) and (5), the licensee shall, within five business days after receiving the request mentioned in clause (1) (b), do one of the following:**

- 1. Give the appropriate placement co-ordinator the written notice required under subsection 44 (8) of the Act. O. Reg. 79/10, s. 162 (3).**
- 2. If the licensee is withholding approval for the applicant's admission, give the written notice required under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act. O. Reg. 79/10, s. 162 (3).**

**Findings/Faits saillants :**

1. The Licensee has failed to respond within five business days after receiving the request to determine whether to give or withhold approval for the applicant's admission to the home. The Licensee is required to provide a written notice of their decision under subsection 44 (9) of the Act to the persons mentioned in subsection 44 (10) of the Act, being the applicant, the Director and the appropriate placement coordinator.

The applicant had a long-term care application completed and applied to the Long-Term care home (LTCH) for authorization of admission. This application was prepared and sent by the South East Local Health Integrated Network (SE LHIN) Placement Coordinator on a specified date to the Licensee.

The Licensee failed to respond within five business days with the written notice letter to applicant #001's request for authorization for admission. On another specified date, 37 business days after the applicant's information and assessments were shared to the Licensee via fax transmission. The written notice letter indicated the Licensee was withholding approval for applicant #001's admission.

As such, the Licensee failed to inform the appropriate placement coordinator as required in subsection 44(10) of the Act, when the decision to withhold the applicant from admission five business days after the applicants request was received by the Licensee.  
[s. 162. (3) 2.]



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**Issued on this 4th day of December, 2018**

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

**Original report signed by the inspector.**