



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

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jun 4, 2019	2019_694166_0012	011533-17, 021002- 17, 030257-18, 030754-18, 002345- 19, 010761-19	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 Rouge Valley  
551 Conlins Road TORONTO ON M1B 5S1

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

CAROLINE TOMPKINS (166)

## 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): May 22, 23, 24, 27, 28, 29, 30, 31, 2019**

**Complaint Logs #021002-17, related to allegations of staff to resident abuse; #011533-17, related to medication administration and maintenance of equipment; #030754-18, related to personal care; #030257-18, related to responsive behaviours; #002345-19, related to an allegation of staff to resident abuse and #010761-19, related to an application for admission to the home.**

**During the course of the inspection, the inspector(s) spoke with Residents, Substitute Decision Makers, Administrator, Director of Care, Assistant Director of Care, Social Worker, Personal Support Worker and Registered Staff members. During the course of this inspection, the inspector reviewed residents' clinical records, the licensee's correspondence and investigation documentation.**

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

**Admission and Discharge  
Personal Support Services  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours  
Skin and Wound Care**

**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 LTCHA, 2007 S.O. 2007, c.8, s. 44. Authorization for admission to a home**



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**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. Related to Log #010761-19;

A bed challenge related to a refusal for admission to this home for a specified applicant was submitted to the Director from the Central East LHIN Placement Services.

The Long-Term Care Homes Act, 2007, c. 8, s. 44 (9). states: 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;
  - (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;
  - (c) an explanation of how the supporting facts justify the decision to withhold approval;
- 2007, c. 8, s. 44 (9).

Review of the withholding of approval for admission letter addressed to the specified applicant, advised the applicant that the home was unable to provide the adequate and the safe level of care that the applicant required.

During separate interviews with Inspector #166, the Social Worker and the Administrator indicated the home had access to both internal and external services for the support and management of the applicant's needs and care requirements.

The licensee failed to ensure that the admission refusal letter to the applicant, provided detailed explanation of the supporting facts of how both the home and resident's condition and requirements for care justify the decision to withhold approval. [s. 44. (9)]

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**Issued on this 4th day of June, 2019**

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

**Original report signed by the inspector.**