



**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**

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

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

London Service Area Office  
130 Dufferin Avenue 4th floor  
LONDON ON N6A 5R2  
Telephone: (519) 873-1200  
Facsimile: (519) 873-1300

Bureau régional de services de  
London  
130 avenue Dufferin 4ème étage  
LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

**Public Copy/Copie du public**

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<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>
Feb 8, 2018	2017_614145_0009	025871-17	Complaint

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**Licensee/Titulaire de permis**

EXTENDICARE (CANADA) 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 SOUTHWOOD LAKES  
1255 NORTH TALBOT ROAD WINDSOR ON N9G 3A4

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

KARIN MUSSART (145)

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**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): November 16, 2017.**

**The following complaint inspection was completed related to concerns regarding the home maintaining a minimum air temperature of 22 degrees Celsius.**

**During the course of the inspection, the inspector(s) spoke with the Administrator and the Environmental Manager. During the course of the inspection, the inspector (s) also observed resident rooms, recorded temperatures, observed general cleanliness of the home and reviewed relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Maintenance  
Safe and Secure Home**

**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**

<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>Legendé</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. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the Home has maintained a minimum temperature of 22 degrees Celsius.

This inspection was conducted in response to a complaint that residents were cold and that there was no heat in resident rooms or hallways.



In an interview on Nov 15, 2017, the complainant reported that on Nov 10, 2017, a resident's unit as well as a room was 62 degrees Fahrenheit. The complainant said they spoke with a Charge Nurse. The Charge Nurse then advised that the issue would be looked into, and maintenance would be notified. The issue was not fixed by the time the complainant left the home. On Nov 11, 2017, the complainant advised that the home was still cold upon arrival; but later the heat was turned back on.

Air temperatures in each Resident Home Area (RHA) were taken by Inspector #145 on November 16, 2017. All air temperatures were displaying at or above 22 degrees Celsius for each RHA.

In an interview with the Maintenance Supervisor # 100, it was stated that a call had been placed to the service company which services the home's HVAC systems on November 08, 2017 to evaluate Air Handler 5A which had been determined not to be working properly. The Technician who assessed the problem, determined that the main gas valve was chattering causing flame failure. A faulty gas valve and ignition board was replaced. On November 10, 2017, the service company was called again to determine the cause of no heat in some resident home areas. The technician was on-site on November 11, 2017 at 15:00 and repairs were completed by 19:00. The technician found the boilers were off. The boilers were turned back on and were in working order. Technician found four rooms with no heat coming out to the radiators. This was determined to be caused by a defective zone valve. Defective valve removed to by-pass the heat to the rooms. The zone valve was replaced and heat turned on in all rooms. On November 14, 2017, the technician replaced a damaged air sail switch with an updated pressure switch assembly to ensure that there were no further problems with the air handler.

Reviewed air temperature records from September 1, 2017 to November 16, 2017. Temperatures are taken throughout the building daily, alternating Resident Home Areas. The home records temperatures that are taken in Fahrenheit. Air temperatures by staff were recorded to be below the legislated standard of 22 degrees Celsius (72 degrees Fahrenheit) on November 8, 2017 in the RHA of Devonshire, temperature recorded as 71.5 degrees Fahrenheit; on November 9, 2017 on the RHA of St. Clair, temperature recorded as 71 degrees Fahrenheit; on November 10, 2017 on the RHA of Tecumseh, temperature recorded as 71 degrees Fahrenheit; and on November 11, 2017 on the RHA of Huron, temperature recorded as 66 degrees Fahrenheit. Four of the 6 RHA's in the home (67%) were not maintaining air temperatures of 22 degrees Celsius.



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In the interview with the Administrator # 101, it was stated that seven portable heaters were purchased on November 11, 2017. However, these heaters were not provided to residents in rooms that were below the minimum of 22 degrees Celsius, or to residents who complained of being cold. The home did provide blankets and would move residents to areas in the home not affected by the equipment breakdown if residents asked.

A review of the HVAC Systems Disruptions/Failure Policy, # EP-13-01-01, last updated September 2015 states under All Staff, Item # 5, "Use supplemental heating units (e.g. electric heaters) in closely supervised situations. [s. 21.]

***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 that the home is maintained at a minimum temperature of 22 degrees Celsius, to be implemented voluntarily.***

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**Issued on this 8th day of February, 2018**

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

**Original report signed by the inspector.**