



**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
performance et de la conformité**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Feb 13, 2014	2014_189120_0009	H-000138- 14	Critical Incident System

Licensee/Titulaire de permis

**DIVERSICARE CANADA MANAGEMENT SERVICES CO., INC
2121 ARGENTIA ROAD, SUITE 301, MISSISSAUGA, ON, L5N-2X4**

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

**HARDY TERRACE
612 Mount Pleasant Road, R. R. #2, BRANTFORD, ON, N3T-5L5**

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

BERNADETTE SUSNIK (120)

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): January 31, 2014

Critical Incident Report #2720-000022-13

During the course of the inspection, the inspector(s) spoke with the administrator, environmental services supervisor and registered staff regarding the home's generator and loss of essential services plans.

During the course of the inspection, the inspector(s) reviewed the home's emergency plans for loss of essential services and evacuation.

The following Inspection Protocols were used during this inspection:
Safe and Secure Home

Findings of Non-Compliance were found during this inspection.



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

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 O.Reg 79/10, s. 230. Emergency plans

Specifically failed to comply with the following:

s. 230. (5) The licensee shall ensure that the emergency plans address the following components:

- 1. Plan activation. O. Reg. 79/10, s. 230 (5).**
 - 2. Lines of authority. O. Reg. 79/10, s. 230 (5).**
 - 3. Communications plan. O. Reg. 79/10, s. 230 (5).**
 - 4. Specific staff roles and responsibilities. O. Reg. 79/10, s. 230 (5).**
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Findings/Faits saillants :

The licensee's emergency plans related to power loss did not address the required components: lines of authority, communications plan and specific staff roles and responsibilities.

The home's "Loss of Power" plan identified as ESM-PUR-25 dated June 2013 did not identify who will take the lead in assigning certain tasks to individuals. The plan does not identify who or how the assigned tasks will be communicated to staff or how visitors and residents would be informed of the situation. The plan identifies to some extent the role of the dietary, nursing and recreation staff and the plan lists various other tasks but has not assigned a particular person or department staff such as housekeeping, maintenance, and administrative. Page 1 of the plan listed a number of tasks, but does not assign any specific department or persons to the tasks. [s. 230. (5)]



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Issued on this 13th day of February, 2014

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

B. Susnik