



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

**Rapport d'inspection  
prévus le Loi de 2007  
les foyers de soins de  
longue durée**

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

Ottawa Service Area Office  
347 Preston St., 4<sup>th</sup> Floor  
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa  
347, rue Preston, 4<sup>ième</sup> étage  
Ottawa ON K1S 3J4

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

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Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

		Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Date(s) of inspection/Date de l'inspection</b> October 19, 2010	<b>Inspection No/ d'inspection</b> 2010_102_9542_19Oct130956	<b>Type of Inspection/Genre d'inspection</b> Critical Incident- Log numbers: O-000559; O-000979; O-001095	
<b>Licensee/Titulaire</b> Haliburton Highlands Health Services Corporation 7199 Gelert Road, Box 115, Haliburton, Ontario K0M 1S0 Fax # 705 457 2398			
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Hyland Crest Senior Citizen's Home 6 McPherson Street, P.O. 30 Minden, Ontario K0M 2K0 Fax # 705 286 6384			
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Wendy Berry (102)			
<b>Inspection Summary/Sommaire d'inspection</b>			
<p>The purpose of this inspection was to conduct a critical incident inspection related to resident elopements.</p> <p>During the course of the inspection, the inspector spoke with the Administrator, the Director of Care, the Resident Services Coordinator, a charge nurse and a few Personal Support Workers (PSWs).</p> <p>During the course of the inspection, the inspector reviewed the chart of one resident; toured both floors of the Long Term Care Home; reviewed the door security system on doors leading to the outside of the home and staircases; observed the lower level outdoor resident fenced areas.</p> <p>The following Inspection Protocol was used during this inspection: Safe and Secure Home.</p> <p>1 Finding of Non-Compliance was found during this inspection. The following action was taken:</p> <p>1 WN 1 CO: CO # 001</p>			



**NON-COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

WN – Written Notifications/Avis écrit  
VPC – Voluntary Plan of Correction/Plan de redressement volontaire  
DR – Director Referral/Régisseur envoyé  
CO – Compliance Order/Ordres de conformité  
WAO – Work and Activity Order/Ordres: travaux et activités

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

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:

1. All doors leading to stairways and the outside of the home must be,
  - iii. Equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and,
    - A. is connected to the resident staff communication and response system, or
    - B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.

**Findings:**

1. All of the 1<sup>st</sup> and 2<sup>nd</sup> floor doors within the Long term Care Home that lead to stairways are not equipped with or connected to an audible door alarm system.
2. All of the doors that lead to the outside of the Long Term Care Home are not equipped with or connected to an audible door alarm system.

Inspector ID #: 102

**Additional Required Actions:**

CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division  
representative/Signature du (de la) représentant(e) de la Division de la  
responsabilisation et de la performance du système de santé.

Title:

Date:

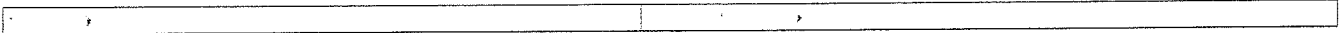
Date of Report: (if different from date(s) of inspection).



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Long-Term Care  
Ministère de la Santé et  
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 Division de la responsabilisation et de la performance du système de santé  
 Direction de l'amélioration de la performance et de la conformité

## Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the  
*Long-Term Care Homes Act, 2007, S.O. 2007, c.8*

	Licensee Copy/Copie du Titulaire	X Public Copy/Copie Public	
Name of Inspector:	Wendy Berry	Inspector ID #	102
Log #:	O-000559; O-000979; O-001095		
Inspection Report #:	2010_102_9542_19Oct130956		
Type of Inspection:	Critical Incident		
Date of Inspection:	October 19, 2010		
Licensee:	Haliburton Highlands Health Services Corporation 7199 Gelert Road, Box 115, Haliburton, Ontario K0M 1S0 Fax # 705 457 2398		
LTC Home:	Hyland Crest Senior Citizen's Home 6 McPherson Street, P.O. 30 Minden, Ontario K0M 2K0 Fax # 705 286 6384		
Name of Administrator:	Paul Rosebush		

To Haliburton Highlands Health Services Corporation, you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
<p><b>Pursuant to:</b> O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:</p> <ol style="list-style-type: none"> <li>1. All doors leading to stairways and the outside of the home must be,             <ol style="list-style-type: none"> <li>iii. Equipped with an audible door alarm that allows calls to be cancelled only at the point of activation, and                 <ol style="list-style-type: none"> <li>A. is connected to the resident staff communication and response system, or</li> <li>B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.</li> </ol> </li> </ol> </li> </ol>			



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Health System Accountability and Performance Division  
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Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

**Order:** The licensee will comply with all rules for doors in the Long Term Care home. All doors leading to stairways and the outside of the home are to be equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and is connected to the resident staff communication and response system, or is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door. All alarms for doors leading to the outside must be connected to a back up power supply.

**Grounds:**

1. All of the 1<sup>st</sup> and 2<sup>nd</sup> floor doors within the Long term Care Home that lead to stairways are not equipped with or connected to an audible door alarm system.
2. All of the doors that lead to the outside of the Long Term Care Home are not equipped with or connected to an audible door alarm system.

**This order must be complied with by:** March 31, 2011

**REVIEW/APPEAL INFORMATION**

**TAKE NOTICE:**

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Ave. West  
Suite 800, 8<sup>th</sup> floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:



Ministry of Health and Long-Term Care  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

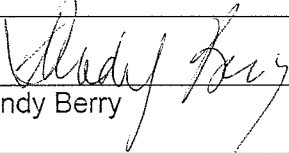
Ministère de la Santé et des Soins de longue durée  
Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

Health Services Appeal and Review Board and the  
Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON  
M5S 2T5

Director  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
55 St. Claire Avenue, West  
Suite 800, 8<sup>th</sup> Floor  
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).

Issued on this 7th day of December, 2010.	
Signature of Inspector:	
Name of Inspector:	Wendy Berry
Service Area Office:	Ottawa