



**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

Toronto Service Area Office  
55 St. Clair Avenue West, 8<sup>th</sup> Floor  
Toronto ON M4V 2Y7

Bureau régional de services de Toronto  
55, avenue St. Clair Ouest, 8<sup>ème</sup> étage  
Toronto, ON M4V 2Y7

**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  
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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> April 28, 29, 2011	<b>Inspection No/ d'inspection</b> 2011_125_2584_21Apr100656	<b>Type of Inspection/Genre d'inspection</b> CIS #2584-000024-10, Log #T-2088-10 CIS #2584-000010-11, Log #T-1373-11
<b>Licensee/Titulaire</b> Leisureworld Senior Care LP on Behalf of 2063412		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Leisureworld Barrie, 130 Owen Street, Barrie Ontario, L4M 3H7		
<b>Name of Inspector/Nom de l'inspecteur</b> Marsha Hardwick, 125		
<b>Inspection Summary/Sommaire d'inspection</b>		

The purpose of this inspection was to conduct a follow-up inspection of CIS 2584-000024-10 and CIS 2584-000010-11 regarding missing narcotics.

During the course of the inspection, the inspector spoke with:

- Administrator
- Director of Care
- Registered Nurses

During the course of the inspection, the inspector:

- Reviewed residents health records
- Reviewed policies: Medications: Controlled & Narcotic Substances
- Incident Reporting-Resident Incident

The following Inspection Protocols were used in part or in whole during this inspection:

- Medication Inspection Protocol
- Incident Reporting-Resident Incident

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN  
1 VPC  
1 CO: CO #001

**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.129 (1) (a) (ii).

- 129. (1) Every licensee of a long-term care home shall ensure that,**
- (a) drugs are stored in an area or a medication cart,**
  - (ii) that is secure and locked.**

**Findings:**

1. The Licensee failed to store controlled substance drugs that are secure.

**Additional Required Actions:**

CO# - 001 will be served on the licensee. Refer to the "Orders of the Inspector" form.

**WN #2:**

The licensee has failed to comply with O. Reg. 79/10, s.8 (1) (a) (b). Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

- (a) is in compliance with and is implemented in accordance with all applicable requirements under the Act; and**
- (b) is complied with.**



**Findings:**

The Licensee did not ensure that a count of all controlled and narcotic substances was made by registered staff in accordance with the requirement as set out in O. Reg. 114 (3) (a) regarding the medication management system policy.

**Additional Required Actions:**

VPC – pursuant to the Licensees 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 a count of all controlled and narcotic substances will be made by Registered Staff, to be implemented voluntarily.

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: _____		<i>June 27, 2011</i> <i>Marta Handwerker</i> Date of Report: (if different from date(s) of inspection).	



## Orders of the Inspector

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

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Name of Inspector:</b>	Marsha Hardwick	<b>Inspector ID #</b> 125
<b>Log #:</b>	2011_125_2584_21Apr100656	
<b>Inspection Report #:</b>	T-2088-10 & T-1373-11	
<b>Type of Inspection:</b>	Critical Incidents: 2584-000024-10 & 2584-000010-11	
<b>Date of Inspection:</b>	April 28, 29, 2011	
<b>Licensee:</b>	Leisureworld Senior Care LP on Behalf of 2063412	
<b>LTC Home:</b>	Leisureworld Barrie, 130 Owen Street, Barrie Ontario, L4M 3H7	
<b>Name of Administrator:</b>	Debbie Flemming	

You are hereby required to comply with the following order by the date set out below:

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order 153 (1) (b)
<b>Pursuant to: O. Reg. 79/10, s.129 (a) (ii). Every licensee of a long-term care home shall ensure that, (a) drugs are stored in an area or a medication cart, (ii) that is secure and locked.</b>			
<b>Order:</b> The licensee shall prepare and submit a written plan by Monday, July 4, 2011 to ensure that drugs are stored in an area or a medication cart that is secure and locked.  This plan shall be implemented Monday, July 4, 2011. The plan is to be submitted to Inspector: Marsha Hardwick, Ministry of Health and Long-Term Care, Performance Improvement and Compliance Branch, 465 Davis Drive, 3 <sup>rd</sup> Floor, Newmarket, ON L3Y 8T2 Fax 905-954-4702			



**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

**Grounds:**

1. The Licensee failed to store controlled substance drugs that are secure.

**This order must be complied with by:** Monday, July 4, 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:

**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.



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Direction de l'amélioration de la performance et de la conformité

Issued on this ??? day of June, 2011.	
Signature of Inspector: <i>Marsha Hardwick</i>	
Name of Inspector:	Marsha Hardwick
Service Area Office:	Toronto Service Area Office