

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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Oct 16, 2019	2019_654618_0032	014355-19, 015216-19	Complaint

Licensee/Titulaire de permis

2063414 Ontario Limited as General Partner of 2063414 Investment LP
302 Town Centre Blvd. Suite 300 MARKHAM ON L3R 0E8

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

Norfinch Care Community
22 Norfinch Drive NORTH YORK ON M3N 1X1

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

CECILIA FULTON (618)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): October 8, 9, 10, 2019.

The following complaint intakes were inspected during this inspection:

Log # 014355-19 - related to resident neglect.

Log # 015216-19 - related to posting of required information and housekeeping.

During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Registered Staff (RN/RPN), Environmental Services Manager (ESM), Dietary Aide (DA), Personal Support Worker (PSW), Residents, and Residents Substitute Decision Maker (SDM).

During the course of the inspection, the inspector observed residents and resident home areas, reviewed resident records, and public notice boards.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Prevention of Abuse, Neglect and Retaliation

During the course of this inspection, Non-Compliances were issued.

2 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. 79. Posting of information

Specifically failed to comply with the following:

s. 79. (1) Every licensee of a long-term care home shall ensure that the required information is posted in the home, in a conspicuous and easily accessible location in a manner that complies with the requirements, if any, established by the regulations. 2007, c. 8, s. 79. (1).

Findings/Faits saillants :

1. The Licensee has failed to ensure that the required information is posted in the home, in a conspicuous and easily accessible location in a manner that complies with the requirements established by the regulations

This inspection was initiated due to a complaint that the home did not provide access to the public inspection reports.

Interview with the complainant identified that they had requested access to an inspection report that was located in a display box near the front entrance. The complainant was told that the ED was the only one with the key to the box and that they were not available when the request was made.

Interview with the ED confirmed that they were the only one who carried the keys to that display box and when this request was made they were unavailable. When they became available, the complainant had left stating they would get the report on line.

The ED identified that they are the only person who has the key to this box, and when they are not on site, the reports cannot be accessed. [s. 79. (1)]

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 301. Protection of privacy in reports

Specifically failed to comply with the following:

s. 301. (2) Where an inspection report mentioned in clause (1) (a), (c) or (d) contains personal information or personal health information, only the following shall be posted, given or published, as the case may be:

1. Where there is a finding of non-compliance, a version of the report that has been edited by an inspector so as to provide only the finding and a summary of the evidence supporting the finding. O. Reg. 79/10, s. 301 (2).

2. Where there is no finding of non-compliance, a version of the report that has been edited by an inspector so as to provide only a summary of the report. O. Reg. 79/10, s. 301 (2).

Findings/Faits saillants :

1. The Licensee has failed to comply with O.Reg 79/10, s. 301. Protection of privacy in reports.

Specifically failed to comply with the following: s. 301. (2) Where an inspection report mentioned in clause (1) (a), (c) or (d) contains personal information or personal health information, only the following shall be posted, given or published, as the case may be:

1. Where there is a finding of non-compliance, a version of the report that has been edited by an inspector so as to provide only the finding and a summary of the evidence supporting the finding. O. Reg. 79/10, s. 301 (2).

In the course of inspecting a complaint regarding access to inspection reports, two Licensee reports were found to be posted in the cabinet where the home posts their inspection reports. The Licensee version of reports # 2019_641665_0006, dated March 26, 2019, and report #2018 _ 646618_0009, dated April 30, 2018, were posted.

Observation of the posted reports, and interview with the ED, confirmed that these reports were posted. [s. 301. (2)]

Issued on this 18th day of October, 2019

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

Original report signed by the inspector.