

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

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

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

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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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>
Apr 8, 2021	2021_769646_0004	020698-20, 020699- 20, 003111-21	Critical Incident System

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**Licensee/Titulaire de permis**

Cedarvale Terrace LTC Inc. as general partner of Cedarvale Terrace LTC Limited  
Partnership

c/o All Seniors Care Living Centres 175 Bloor Street East, Suite 601 Toronto ON M4W  
3R8

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

Cedarvale Terrace  
429 Walmer Road Toronto ON M5P 2X9

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

IVY LAM (646)

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**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): Onsite inspection: March 2, 3, 4, 5, 8, 9, 11, and 12, 2021. Offsite inspection: March 15 and 16, 2021.**

**The following intakes were completed as part of the follow-up inspection:**

- Log #020698-20 related to communication, and**
- Log #020699-20 related to responsive behaviours.**

**The following intake was completed during this CIS inspection:**

- Log #003111-21 related to infection prevention and control for a COVID-19 outbreak.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Director of Care (DOC), Behavioural Support Manager (BSM), Registered Dietitian (RD), Food Service Manager (FSM), Food Service Supervisor (FSS), Infection Prevention and Control (IPAC) Manager, Environmental Manager (EM), Housekeepers, Program Therapist, Physiotherapist (PT), Unit Managers (UM), Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW), and Residents.**

**During the course of this inspection, the inspector conducted a tour of the long-term care home, conducted observations, including home's processes, staff-resident interactions and resident care provision; and reviewed residents' and home's records, relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:**

**Infection Prevention and Control  
Personal Support Services  
Responsive Behaviours**

**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)**

**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / DE L'INSPECTION</b>	<b>NO</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
O.Reg 79/10 s. 43.	CO #001	2020_769646_0012		646
LTCHA, 2007 S.O. 2007, c.8 s. 6. (4)	CO #002	2020_769646_0012		646

**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 O.Reg 79/10, s. 229. Infection prevention and control program**

**Specifically failed to comply with the following:**

**s. 229. (5) The licensee shall ensure that on every shift,  
(b) the symptoms are recorded and that immediate action is taken as required. O.  
Reg. 79/10, s. 229 (5).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that staff on every shift recorded symptoms of infection for a resident.

The resident was identified with a respiratory infection. Their progress notes and assessment forms showed they were not monitored for signs and symptoms of infection on four shifts during the period of infection.

The home's policy states that a specific assessment form was to be used for residents who have confirmed respiratory infections only, with the outcome that there would be documented evidence that residents with infections were assessed every shift.

The Infection Prevention and Control (IPAC) manager stated that all residents are screened and monitored for signs and symptoms of infection, and have their temperatures checked and documented twice daily. For residents who have symptoms of infection, staff should complete the assessment form every shift until the infection is resolved.

The Executive Director (ED) stated that numerous other residents had the respiratory infection at that time, and staff were busy and may not have had time to complete documentation for the resident. The ED stated staff should have assessed and documented the resident's symptoms of infection every shift on the specified assessment form or the progress notes, but it was not done for the resident on the four above mentioned shifts.

[Sources: Resident's progress notes, Clinical Assessment form, resident's eMAR, home's policy; interviews with the Infection Prevention and Control (IPAC) manager, Executive Director (ED), and other staff] [s. 229. (5) (b)]

***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 symptoms indicating the presence of infection in residents are recorded on every shift, to be implemented voluntarily.***

**Issued on this 13th day of April, 2021**

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

**Original report signed by the inspector.**