



**Ministry of Health and  
Long-Term Care**

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

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

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

**Health System Accountability and  
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Performance Improvement and  
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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**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jul 16, 2014	2014_346133_0003	O-000641- 14	Complaint

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

LONGFIELDS MANOR  
330 BEATRICE DRIVE, NEPEAN, ON, K2J-5A5

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

JESSICA LAPENSEE (133)

**Inspection Summary/Résumé de l'inspection**



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

**This inspection was conducted on the following date(s): July 11,14,15 - 2014**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Environmental Services Manager, registered nursing staff**

**During the course of the inspection, the inspector(s) reviewed documentation related to the maintenance of the HVAC system; reviewed Revera policies related to Hot Weather Related Illness (i.e LTC-K-140, LTC-K-140-ON, HS10-O-10); conducted a walkabout of the home, in the company of the Environmental Services Manager, and observed locations and settings of air conditioning system thermostats and make up air system thermostats.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Maintenance  
Safe and Secure Home**

**Findings of Non-Compliance were found during this inspection.**



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>Legendé</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. 20. Cooling requirements**

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

**s. 20. (1) Every licensee of a long-term care home shall ensure that a written hot weather related illness prevention and management plan for the home that meets the needs of the residents is developed in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices and is implemented when required to address the adverse effects on residents related to heat. O. Reg. 79/10, s. 20 (1).**

**Findings/Faits saillants :**

1. The licensee has failed to comply with O. Reg. 79/10, s. 20 (1) in that the hot weather related illness prevention and management plan in place at the home is not in



accordance with evidence-based practices. This is specifically related to indoor temperature and humidity monitoring.

The complaint inspection, conducted July 11, 14, 15 - 2014, was related to a complaint that was made to the effect that the building was very hot and uncomfortable for residents and staff.

The licensee has based their Hot Weather Related Illness Protocol (#LTC-K-140 and #LTC-K-14—ON) on the Ministry of Health and Long Term Care's "Guideline for the Prevention and Management of Hot Weather Related Illness in Long-Term Care Homes"; updated July 2012. This guideline outlines steps that are to be taken in the "preparation and planning" phase, in advance of the hot weather season, and in the "prevention" phase, during the summer months. Includes in these phases are the establishment of an indoor air temperature and humidity level monitoring program. These two readings are used to determine humidex ratings. In the preparation and planning phase, routine checks are to be implemented to assess indoor temperatures and humidex levels. In the prevention phase, air temperatures and humidex levels are to be monitored at varying times throughout the day. Based on humidex ratings, prescribed responses are to be formally implemented to ensure resident comfort and safety.

All common areas in the home are served by air conditioning systems. Resident bedrooms, and care unit hallways are not. There is a tempered air system in place for these areas. The ability of this system to bring in cooled outdoor air is highly dependent on outside temperature and humidity. As outdoor temperatures and humidity levels rise, the ability of the system to cool the fresh air coming in to the hallways and bedrooms is decreased. Residents are permitted to provide their own stand-alone air conditioning units. It is acknowledged by the Environmental Services Manager that it gets very warm in the hallways and in the bedrooms that do not have stand-alone air conditioning units in them. Temperatures and humidity levels are however not monitored in these areas, so it is not known if humidex levels are of concern.

The ESM and the Administrator informed the inspector that they have had two complaints related to elevated heat, in two residents bedrooms (resident #001 and #002), in one of the 2nd floor care units. Stand-alone air conditioning units are not in use in the two bedrooms. The ESM and the Administrator acknowledged that they did not know how hot the bedrooms were, as temperatures were not monitored.



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Beginning in June 2014, the home implemented its seasonal air temperature and relative humidity monitoring system. On the day shift, the charge nurse determines the humidex reading in one of the two 2nd floor care unit dish washing rooms, behind the unit servery. Residents do not go into these areas. On the evening shift, the charge nurse determines the humidex reading in one of the two 2nd floor care unit Spa or Shower rooms. On the night shift, the charge nurse determines the humidex reading in one of the two 2nd floor care unit nurse stations. The Director of Care explained to the inspector that it was the home's Occupational Health and Safety Committee that determined areas to be monitored. There is no dedicated air conditioning system in place to serve the dish rooms, spa rooms and shower rooms. The unit nurse stations are served by the air conditioning system for the dining room, and in some locations, the system in place for the neighbouring lounge as well. As such, they are always cool, and would not reflect elevated humidex levels that may be occurring in care unit hallways and bedrooms.

The home's seasonal air temperature and relative humidity monitoring system does not reflect resident areas of potential concern in the summer months. Humidex levels are not established for resident areas that are not served by the air conditioning systems. The possible need to implement formal heat stress response interventions, therefore, is not being assessed. [s. 20. (1)]

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**Issued on this 16th day of July, 2014**

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