



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

**Rapport d'inspection  
prévue 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>ém</sup> étage  
Ottawa ON K1S 3J4

**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

Telephone: 613-569-5602  
Facsimile: 613-569-9670

Téléphone: 613-569-5602  
Télécopieur: 613-569-9670

Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> September 17 <sup>th</sup> , 21 <sup>st</sup> 2010	<b>Inspection No/ d'inspection</b> 2010_133_8540_17Sep124603	<b>Type of Inspection/Genre d'inspection</b> Complaint (Log # 0000912)
<b>Licensee/Titulaire</b>  Maxville Manor 80 Mechanic Street Maxville K0C 1T0 Fax: 613-527-3103		
<b>Long-Term Care Home/Foyer de soins de longue durée</b>  Maxville Manor 80 Mechanic Street Maxville K0C 1T0 Fax: 613-527-3103		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b>  Jessica Lapensee (#133)		
<b>Inspection Summary/Sommaire d'inspection</b>		



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

During the course of the inspection, the inspector spoke with The Director of Care, The Environmental Services Manager, a Registered Nurse, a Registered Practical Nurse, Personal Support Workers, housekeeping and laundry staff and 3 residents.

During the course of the inspection, the inspector reviewed the resident's Health Care Record and spoke with the resident in their bedroom. The inspector reviewed the Health Care Record of another resident on the same unit and observed that resident's interactions with others.

The inspector interviewed the Environmental Services Manager about laundry services. The inspector inspected a laundry room in a unit and interviewed the staff about laundry services. The inspector looked in residents clothing closets in that unit.

The inspector inspected areas throughout the Home to ascertain where the resident-staff communication system is available.

The following Inspection Protocol was used during this inspection:  
Safe and Secure Home

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

1 WN  
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.17 Every licensee of a long term care home shall ensure that the home is equipped with a staff-resident communication and response system that,

- (a) (a) can be easily seen, accessed and used by residents, staff and visitors at all times;
  - a. is on at all times;
  - b. allows calls to be cancelled only at the point of activation;
  - c. is available at each bed, toilet, bath and shower location used by the residents;
  - d. is available in every area accessible by residents;
  - e. clearly indicates when activated where the signal is coming from; and
  - f. in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff.

(2) A licensee is not required to comply with clause 1(e) until 12 months after the coming into force of this section.

Findings:

- 1) There is no staff-resident communication and response system in the B/C unit except for in the two tub rooms.
- 2) In all other the bathing centers outside of the B/C unit, there is no staff-resident communication and response system available at each toilet.
- 3) In the bathing centers within the D and G unit, there is an easily accessed staff-resident communication and response system at the bathtubs. The system is not however within reach of the shower areas.

Inspector ID #: 133

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:

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

*October 25, 2010*



## 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*

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Name of Inspector:</b>	Jessica Lapensee	<b>Inspector ID #</b> 133
<b>Log #:</b>	0-000912	
<b>Inspection Report #:</b>	2010_133_8540_17Sep124603	
<b>Type of Inspection:</b>	Complaint	
<b>Date of Inspection:</b>	September 17 <sup>th</sup> , 21 <sup>st</sup> , 2010	
<b>Licensee:</b>	Maxville Manor 80 Mechanic Street Maxville K0C 1T0 Fax: 613-527-3103	
<b>LTC Home:</b>	Maxville Manor	
<b>Name of Administrator:</b>	Craig Munro	

To Maxville Manor, you are hereby required to comply with the following order by the date(s) set out below:

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order, Section 153 (1)(a)
<p>Pursuant to Ontario Regulation 79/10, s17. (1) Every licensee of a long term care home shall ensure that the home is equipped with a staff-resident communication system that,</p> <ul style="list-style-type: none"> <li>(a) can be easily seen, accessed and used by residents, staff and visitors at all times;</li> <li>(b) is on at all times;</li> <li>(c) allows calls to be cancelled only at the point of activation;</li> <li>(d) is available at each bed, toilet, bath and shower location used by the residents;</li> <li>(e) is available in every area accessible by residents;</li> <li>(f) clearly indicates when activated where the signal is coming from; and</li> <li>(g) in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff.</li> </ul>			



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

2) A licensee is not required to comply with clause (1)(e) until twelve months after coming into force of this section.

**Order:** The licensee must install a staff-resident communication system in the B/C unit and at the toilet in each bathing centre throughout the Home outside of the B/C unit. The licensee must also install a staff-resident communications system, at the showers in the D and G unit bathing centres, that is easily seen, accessed and used by residents and staff.

**Grounds:**

- 1) There is no staff-resident communication and response system in the B/C unit except for in the two tub rooms.
- 2) In all other the bathing centers outside of the B/C unit, there is no staff-resident communication and response system available at each toilet.
- 3) In the bathing centers within the D and G unit, there is an easily accessed staff-resident communication and response system at the bathtubs. The system is not however within reach of the shower areas.

**This order must be complied with by:** March 25, 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



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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 [www.hsarb.on.ca](http://www.hsarb.on.ca).

Issued on this 25 <sup>th</sup> day of October, 2010.	
Signature of Inspector:	Jessica Lapensée
Name of Inspector:	Jessica Lapensée
Service Area Office:	Ottawa Service Area Office.