



**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 prévue
le Loi de 2007 les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité**

**Toronto Service Area Office
5700 Yonge Street, 5th Floor
TORONTO, ON, M2M-4K5
Telephone: (416) 325-9660
Facsimile: (416) 327-4486**

**Bureau régional de services de
Toronto
5700, rue Yonge, 5e étage
TORONTO, ON, M2M-4K5
Téléphone: (416) 325-9660
Télécopieur: (416) 327-4486**

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Report Date(s)/ Date(s) du Rapport	Inspection No/ No de l'inspection	Log #/ Registre no	Type of Inspection/ Genre d'inspection
Jul 23, 2013;	2013_158101_0029 (A1)	T-7-13	Complaint

Licensee/Titulaire de permis

341822 ONTARIO INC
28 HALTON STREET, TORONTO, ON, M6J-1R3

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

MAYNARD NURSING HOME
28 HALTON STREET, TORONTO, ON, M6J-1R3

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

AMANDA WILLIAMS (101) - (A1)

Amended Inspection Summary/Résumé de l'inspection modifié

The licensee requested an extension to their compliance date for CO#001 related to the home having guaranteed access to a generator. The extension was granted as the result of extenuating circumstances that were out of the control of the home.



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Issued on this 23 day of July 2013 (A1)

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

A handwritten signature in black ink, appearing to read "A. J. Uebel", written over a white background within a rectangular box.



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

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

This inspection was conducted on the following date(s): May 30, 2013

The purpose of this inspection was to inspect Info Line complaint # 26130-TO related to the Home's pest control program. Additional areas of concerns were identified during the course of the inspection that were also captured in the report.

During the course of the inspection, the inspector(s) spoke with The Acting Administrator, registered nursing staff, front-line staff including housekeeping and personal support workers, families, residents and the Human Resource Administrator Assistant.

During the course of the inspection, the inspector(s) conducted a walk-through of resident home areas, reviewed the home's pest control records and pest control program.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Accommodation Services - Maintenance

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

WN – Avis écrit
VPC – Plan de redressement volontaire
DR – Aiguillage au directeur
CO – Ordre de conformité
WAO – Ordres : travaux et activités

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 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.

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 19. Generators Specifically failed to comply with the following:

s. 19. (4) The licensee of a home to which subsection (2) or (3) applies shall ensure, not later than six months after the day this section comes into force, that the home has guaranteed access to a generator that will be operational within three hours of a power outage and that can maintain everything required under clauses (1) (a), (b) and (c). O. Reg. 79/10, s. 19 (4).

Findings/Faits saillants :



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1. Upon interview with the Home's maintenance worker, Human Resource Administrator Assistant and the Acting Administrator, it was confirmed that the home does not have a generator on premise or guaranteed access to a generator that would maintain the essential services in the Home within 3 hours of a power outage. [s. 19. (4)]

Additional Required Actions:

1. The following order(s) have been amended: CO# 001

(A1)The following order(s) have been amended:CO# 001

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 9. Doors in a home



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Specifically failed to comply with the following:

s. 9. (1) Every licensee of a long-term care home shall ensure that the following rules are complied with:

1. All doors leading to stairways and the outside of the home other than doors leading to secure outside areas that preclude exit by a resident, including balconies and terraces, or doors that residents do not have access to must be,
 - i. kept closed and locked,
 - ii. equipped with a door access control system that is kept on at all times, and
 - iii. equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and,
 - A. is connected to the resident-staff communication and response system, or
 - B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door. O. Reg. 79/10, s. 9. (1).
2. All doors leading to non-residential areas must be equipped with locks to restrict unsupervised access to those areas by residents. O. Reg. 79/10, s. 9. (1).
3. Any locks on bedrooms, washrooms, toilet or shower rooms must be designed and maintained so they can be readily released from the outside in an emergency. O. Reg. 79/10, s. 9. (1).
4. All alarms for doors leading to the outside must be connected to a back-up power supply, unless the home is not served by a generator, in which case the staff of the home shall monitor the doors leading to the outside in accordance with the procedures set out in the home's emergency plans. O. Reg. 79/10, s. 9. (1).

Findings/Faits saillants :



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1. The following doors in the home are not;
i) equipped with an audible alarm that allows calls to be cancelled only at the point of activation; and
ii) connected to the resident-staff communication and response system, or an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door:

- * The east, west and side doors leading to stairways on the 1st and 2nd floor
- * The east door leading to the stairway in the basement
- * The front entrance door leading to the outside of the home.
- * The side entrance door leading to the outside of the home.

(Note: The doors leading to the outside of the home have 2 doors. The interior doors currently have magnetic locking devices present on them; all doors leading to stairways in the home currently have magnetic locking devices present on them as well). [s. 9. (1) 1. iii.]

2. The following areas of the home leading to non-residential areas are currently accessible to residents and are not equipped with locks to restrict unsupervised access:

- The staff male and female locker rooms across from the basement dining room.
- The south-east side of the basement beyond the beauty salon that leads to the Maintenance office, boiler room, staff lunch room, staff lockers. It was also noted at the time of inspection that there was storage of tables and equipment in the above identified area. [s. 9. (1) 2.]

Additional Required Actions:



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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:

- a) ensure that all doors leading to stairways and the outside of the home are equipped with an audible alarm that can only be cancelled at the point of activation, is connected to the nearest nursing station and has a manual reset, and*
- b) all areas of the home that are to be restricted from unsupervised resident access are to be equipped with locks.*

The plan should outline the home's strategy and time lines to ensure compliance, to be implemented voluntarily.

**WN #3: The Licensee has failed to comply with LTCHA, 2007, s. 15.
Accommodation services**

Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
 - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
 - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

Findings/Faits saillants :



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1. A heavy wax and dirt build-up was noted on the flooring of the 2nd floor hallway. [s. 15. (2) (a)]
2. Soiled side rail padded covers were noted throughout the home on resident beds [s. 15. (2) (a)]
3. A heavy dirt and debris build-up was noted along floor edges, under resident furniture, inside resident closets and/or along closet door tracks [s. 15. (2) (a)]
4. Dead cockroaches were noted in identified resident home areas at the time of the inspection [s. 15. (2) (a)]
5. Missing baseboards with crumbled drywall and/or exposed glue were noted in resident bedrooms and closets throughout the home. [s. 15. (2) (c)]

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:

- a) resident rooms, including wardrobes, edges and corners of room floors and under resident furniture are cleaned on a scheduled routine basis, and***
- b) surfaces and furniture in the home are maintained in good repair including baseboards throughout the home.***

The plan shall outline the home's immediate, short-term and long-term strategy to ensure compliance. This plan shall include timelines for completion of each task, to be implemented voluntarily.

WN #4: The Licensee has failed to comply with O.Reg 79/10, s. 88. Pest control



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Specifically failed to comply with the following:

s. 88. (1) As part of organized programs of housekeeping and maintenance services under clauses 15 (1) (a) and (c) of the Act, every licensee of a long-term care home shall ensure that an organized preventive pest control program using the services of a licensed pest controller is in place at the home, including records indicating the dates of visits and actions taken. O. Reg. 79/10, s. 88 (1).

s. 88. (2) The licensee shall ensure that immediate action is taken to deal with pests. O. Reg. 79/10, s. 88 (2).

Findings/Faits saillants :

1. On May 30, 2013, the documentation provided to the Inspector noted that the Home's pest control company(City and Country Pest Control Inc) license expired February 15, 2013. [s. 88. (1)]
2. Dead and live cockroaches were noted in resident rooms on the 1st and 2nd floor. [s. 88. (2)]
3. Interview with staff and the management team indicated that the home does not document pest sightings identified by staff, families, residents, etc resulting in under reporting of targeted areas of concern. [s. 88. (2)]

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 sightings of rodents, vermin and other pest activity is communicated immediately to both the home and the pest control company in a formalized manner to assist in the elimination of any vermin activity and to aide in the Home's Continuous Quality Improvement program. The plan shall outline the home's strategy to ensure compliance, to be implemented voluntarily.



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Issued on this 23 day of July 2013 (A1)

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

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end.



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Order(s) of the Inspector

Ordre(s) de l'inspecteur

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

Aux termes de l'article 153 et/ou de
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O. 2007, chap. 8

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Name of Inspector (ID #) /

Nom de l'inspecteur (No) : AMANDA WILLIAMS (101) - (A1)

Inspection No. /

No de l'inspection : 2013_158101_0029 (A1)

Appeal/Dir# /

Appel/Dir#:

Log No. /

Registre no. : T-7-13 (A1)

Type of Inspection /

Genre d'inspection: Complaint

Report Date(s) /

Date(s) du Rapport : Jul 23, 2013;(A1)

Licensee /

Titulaire de permis : 341822 ONTARIO INC
28 HALTON STREET, TORONTO, ON, M6J-1R3

LTC Home /

Foyer de SLD : MAYNARD NURSING HOME
28 HALTON STREET, TORONTO, ON, M6J-1R3



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O. 2007, chap. 8

**Name of Administrator /
Nom de l'administratrice
ou de l'administrateur :**

~~Karen James~~ *Leanne Bowman JW*

To 341822 ONTARIO INC, you are hereby required to comply with the following order
(s) by the date(s) set out below:



**Ministry of Health and
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foyers de soins de longue durée, L.
O. 2007, chap. 8

Order # /

Ordre no : 001

Order Type /

Genre d'ordre : Compliance Orders, s. 153. (1) (a)

Pursuant to / Aux termes de :

O.Reg 79/10, s. 19. (4) The licensee of a home to which subsection (2) or (3) applies shall ensure, not later than six months after the day this section comes into force, that the home has guaranteed access to a generator that will be operational within three hours of a power outage and that can maintain everything required under clauses (1) (a), (b) and (c). O. Reg. 79/10, s. 19 (4).

Order / Ordre :

(A1)

The licensee shall ensure the Home has an agreement with an organization that will provide the home with a generator to service their essential services as outlined in the legislation O. Reg 79 10 s. 19 (1) (a) (b) and (c) within 3 hours of a power outage.

Grounds / Motifs :

1. Upon interview with the Home's maintenance worker, Human Resource Administrator Assistant and the Acting Administrator, it was confirmed that the home does not have a generator on premise or guaranteed access to a generator that would maintain the essential services in the Home within 3 hours of a power outage.

(101)

This order must be complied with by /

Vous devez vous conformer à cet ordre d'ici le :

Aug 09, 2013(A1)



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Order(s) of the Inspector

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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 services for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Coordinator
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
Toronto, ON M5S 2B1
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 tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the Director



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foyers de soins de longue durée, L.
O. 2007, chap. 8

Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON M5S 2T5

Director
c/o Appeals Coordinator
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
Toronto, ON M5S 2B1
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.

RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL

PRENDRE AVIS

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au:

Directeur
a/s Coordinateur des appels
Direction de l'amélioration de la performance et de la conformité
Ministère de la Santé et des Soins de longue durée
1075, rue Bay, 11e étage
Toronto ON M5S 2B1
Télécopieur : 416-327-7603



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foyers de soins de longue durée, L.
O. 2007, chap. 8

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.

En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire
Commission d'appel et de révision
des services de santé
151, rue Bloor Ouest, 9e étage
Toronto (Ontario) M5S 2T5

Directeur
a/s Coordinateur des appels
Direction de l'amélioration de la performance et de la
conformité
Ministère de la Santé et des Soins de longue durée
1075, rue Bay, 11e étage
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La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au www.hsarb.on.ca.

Issued on this 23 day of July 2013 (A1)

Signature of Inspector /

Signature de l'inspecteur :

Name of Inspector /

Nom de l'inspecteur :

AMANDA WILLIAMS

Service Area Office /

Bureau régional de services :

Toronto

