



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

**Rapport d'inspection
prévues 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

Hamilton Service Area Office
119 King Street West, 11th Floor
Hamilton ON L8P 4Y7

Bureau régional de services de Hamilton
119, rue King Ouest, 11^{ème} étage
Hamilton ON L8P 4Y7

**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

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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
July 7, 2011	2011-159120-0018	H-001549-11 – Other
Licensee/Titulaire		
Niagara Health System, Welland Hospital Site, Extended Care Unit, 65 Third Street, Welland, ON L3B 4W6		
Long-Term Care Home/Foyer de soins de longue durée		
Niagara Health System, Welland Hospital Site, Extended Care Unit, 63 Third Street, Welland, ON L3B 4W6		
Name of Inspector(s)/Nom de l'inspecteur(s)		
Bernadette Susnik - Environmental Health #120		
Inspection Summary/Sommaire d'inspection		
<p>The purpose of this visit was to conduct an inspection related to the door access control system(s).</p> <p>During the course of the inspection, the inspector spoke with the Administrator, registered nursing staff, personal service workers and the Engineering Manager.</p> <p>During the course of the inspection, the inspector reviewed the home's access door control systems.</p> <p>The following inspection protocol was used during this inspection:</p> <ul style="list-style-type: none"> • Safe and Secure Home <p>There are findings of Non-Compliance as a result of this inspection. The following actions were taken:</p> <p>1 WN 1 CO - #001</p>		

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. 9.1.i.,ii.,iii. 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 must be,

- i. kept closed and locked,*
- ii. equipped with a door access control system that is on at all times, and*
- iii. equipped with an audible door alarm that allows calls to be cancelled only at the point of activation*

Findings:

Numerous perimeter doors, leading to unenclosed outdoor areas are not equipped with a door access control system that allows the door to be locked to prevent unauthorized resident egress. These doors are all connected to the resident-staff communication system and are alarmed, however some doors (those located in the East wing) are also able to be cancelled at the nurse's station instead of at the point of activation only.

Additional Required Actions:

CO-#001 – Please refer to the "Order of Inspector" form for further details.

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.



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

Aug. 19/11



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
Name of Inspector:	Bernadette Susnik	Inspector ID # 120
Log #:	H-001549-11	
Inspection Report #:	2011-159120-018	
Type of Inspection:	Other	
Date of Inspection:	July 7, 2011	
Licensee:	Niagara Health System, Welland Hospital Site, Extended Care Unit, 65 Third St., Welland, ON L3B 4W6	
LTC Home:	Niagara Health System, Welland Hospital Site, Extended Care Unit, 63 Third St., Welland, ON L3B 4W6	
Name of Administrator:	Colleen Winger	

To **Niagara Health System, Welland Hospital Site**, you are hereby required to comply with the following order by the dates set out below:

Order #	001	Order Type	Compliance Order, Section 153 (1)(a)
<p>Pursuant to: Ontario Regulation 79/10, s. 9.1.i.,ii., and iii. Every licensee of a long-term care home shall ensure that the following rules are complied with:</p> <p>1.All doors leading to stairways and the outside of the home must be,</p> <p>i. kept closed and locked,</p> <p>ii. equipped with a door access control system that is on at all times, and</p> <p>iii. equipped with an audible door alarm that allows calls to be cancelled only at the point of activation</p>			
<p>Order:</p> <p>The licensee shall ensure that:</p> <p>1. All doors leading to unenclosed outdoor areas are equipped with a door access control system that allows the doors to be locked (yet releasable upon fire alarm if designated as fire exits) and are to be connected to an audio visual enunciator.</p> <p>2. The doors which are currently alarmed and are capable of being cancelled at the nurse's station and re-</p>			



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set at the door, must be engineered such that the point of cancellation can only be made at the door. All door alarms must be capable of being cancelled only at the point of activation.

Grounds:

Numerous perimeter doors, leading to unenclosed outdoor areas are not equipped with a door access control system that allows the door to be locked to prevent unauthorized resident egress. These doors are all connected to the resident-staff communication system and are alarmed, however some doors (those located in the East wing) are also able to be cancelled at the nurse's station instead of at the point of activation only.

The Order must be complied with by:

March 15, 2012 (Amended from November 30, 2011)

REVIEW/APEAL 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, 8th 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 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, 8th Floor
Toronto, ON M4V 2Y2

Fax: 416-327-7603



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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.

Issued on this 2nd day of December, 2011.

Signature of Inspector:

Name of Inspector:

Bernadette Susnik

Service Area Office:

Hamilton