

**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**Central West Service Area Office
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Aug 9, 2021	2021_750539_0009	005992-21, 006615- 21, 010132-21, 010525-21, 011004-21	Complaint

Licensee/Titulaire de permisTri-County Mennonite Homes
200 Boullee Street New Hamburg ON N3A 2K4**Long-Term Care Home/Foyer de soins de longue durée**Nithview Home
200 Boullee Street New Hamburg ON N3A 2K4**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

VALERIE GOLDRUP (539)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): July 20-23, and July 26, 2021.

The following intakes were completed in this Complaint inspection:

Critical Incidents Log #011004-21 and Log #010132-21 were related to alleged resident neglect.

Log #005992-21, Log #010525-21 and Log #006615-21 were related to the provision of resident care.

During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Care, Assistant Directors of Care, Lead Maintenance, Housekeeping & Laundry Coordinator, Long Term Care (LTC) Coordinator, Recreation Assistant, Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSWs), Dietary staff and residents.

During the course of the inspection, the inspectors observed resident and staff interactions, the home's infection prevention and control practices and the home's air temperatures. They reviewed clinical health records, relevant home policies and procedures, and other pertinent documents.

Inspector Janis Shkilnyk #706911 was also present during the inspection on July 20, 2021.

The following Inspection Protocols were used during this inspection:

**Falls Prevention
Infection Prevention and Control
Personal Support Services
Responsive Behaviours
Safe and Secure Home**

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)**

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. 21. Air temperature
Specifically failed to comply with the following:**

s. 21. (3) The temperature required to be measured under subsection (2) shall be documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night. O. Reg. 79/10, s. 21 (3).

Findings/Faits saillants :

1. The licensee failed to ensure that air temperatures were measured and documented in writing, at a minimum, for specified home areas, during specified time periods, and that a record of the measurements were kept.

As of May 15, 2021, Ontario Regulation 79/10 included additional amendments related to cooling requirements and air temperatures in the Long Term Care (LTC) home.

The home was required to at a minimum measure and document in writing the air temperatures in the following areas of the home: two resident bedrooms in different parts of the home, and one resident common area on every floor of the home. These temperatures were required to be documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

Maintenance staff stated they were not measuring and documenting the air temperatures in resident bedrooms. The Director of Care confirmed that registered staff did not measure and document air temperatures in the home during the evening or night shifts when maintenance staff were unavailable to complete this.

The lack of temperature monitoring of resident bedrooms and resident common areas of the home at least three times daily, could result in the home being unaware of increasing temperatures in the home; which may put residents at risk for heat related illness.

Sources: record of the home's documented air temperatures, interviews with the Maintenance Lead and Director of Care. [s. 21. (3)]

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 the temperature is measured and documented in writing, at a minimum in the following areas of the home, at least two resident bedrooms in different parts of the home,
one resident common area on every floor of the home, at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night, to be implemented voluntarily.***

Issued on this 9th day of August, 2021

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

Original report signed by the inspector.