



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

**Rapport d'inspection
prévus 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., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} 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

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Date(s) of inspection/Date de l'inspection August 7, 2012	Inspection No/ d'inspection 2012_030150_0017	Type of Inspection/Genre d'inspection Follow up
Licensee/Titulaire North Renfrew Long-Term Care Services INC.		
Long-Term Care Home/Foyer de soins de longue durée North Renfrew Long-Term Care Services INC.		
Name of Inspector(s)/Nom de l'inspecteur(s) Carole Baril #150		

Inspection Summary/Sommaire d'inspection

On November 28, 2012, the Administrator Kim Rogers contacted the Ottawa Service Area Office to request an extension date for compliance .

The administrator stated that strategies were put in place to recruit with some success but not enough to be fully compliant and meet the requirement of 24/7 Registered Nurse on duty and present in the home at all times.

Extension date for compliance with granted for April 1, 2013.



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.

Inspector ID #: 150

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:**

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

December 19, 2012



Amended 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:	Carole Baril	Inspector ID # 150
Log #:	0-002665-11	
Inspection Report #:	2012_030150_0017	
Type of Inspection:	Follow up	
Date of Inspection:	August 7, 2012	
Licensee:	North Renfrew Long-Term Care Services INC.	
LTC Home:	North Renfrew Long-Term Care Services INC	
Name of Administrator:	Kim Rodgers	

To, North Renfrew Long-Term Care Services INC. you are hereby required to comply with the following amended order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(b)]
<p>Pursuant to: LTCHA, 2007 S.O. 2007, c.8, s.8 (3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations. 2007, c.8, s.8 (3)</p>			
<p>Order:</p> <p>The licensee shall prepare, submit and implement a plan for achieving compliance to meet the requirement that at least one registered nurse who is both an employee and a member of the regular nursing staff of the home is on duty and present in the home at all times. The plan was submitted in writing on August 17, 2012 to LTC Homes Inspector, Carole Baril.</p> <p>On November 28, 2012, the Administrator Kim Rogers contacted the Ottawa Service Area Office to request an extension date for compliance.</p> <p>Extension date for compliance with granted for April 1, 2013.</p>			



Grounds:

1. The licensee has failed to comply with LTCHA, 2007 S.O. 2007, c8, s.8 (3) as the home did not have one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home on duty and present in the homes at all times.

North Renfrew Long-Term Care Centre is a 20 bed Long-Term Care Home in Deep River.

A compliance order related to 24hr RN coverage was issued as being non-compliance on November 23, 2011.

The registered staff time sheets were reviewed from June 17 to July 31, 2012. The following shifts did not have at least one registered nurse (RN) on duty and present in the home:

Evenings (3-11): June 20, 22, 23, 24, 28, 2012, July 15, 16, 17, 21, 22, 2012

Nights (11-7): June 23, 28, 2012, July 1, 6, 14, 19, 21, 23, 24, 26, 2012

Days (7-3): Saturday June 30, 2012. Saturday, Sunday July 14, 15, 2012

The above shifts were staffed with a Registered Practical Nurse

On July 31, 2012, the Administrator Kim Rodgers and the Director of Care, confirmed that the home has not been able to ensure on RN is on duty and present in the home at all times.

The shifts not being covered by a RN are not a result of an emergency. Therefore, the exceptions to the requirement that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff are not applicable as per Ontario Regulations 79/10 s.45(1)(1). (150)

This order must be complied with by: April 1, 2013

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, 8th floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603



Ministry of Health and Long-Term Care
 Health System Accountability and Performance Division
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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

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

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 19 day of December, 2012.	
Signature of Inspector:	
Name of Inspector:	Carole Baril
Service Area Office:	Ottawa SAO