



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 sous la Loi de 2007 sur 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
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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
Nov 21, 2013	2013_237500_0003	T-562-13	Complaint

Licensee/Titulaire de permis

NORWOOD NURSING HOME LIMITED
122 TYNDALL AVENUE, TORONTO, ON, M6K-2E2

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

NORWOOD NURSING HOME
122 TYNDALL AVENUE, TORONTO, ON, M6K-2E2

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

NITAL SHETH (500), SUSAN SQUIRES (109)

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): November 18, 19, 2013

During the course of the inspection, the inspector(s) spoke with Laundry Staff, Resident's Care Coordinator, Administrator, Public Guardian Trustee

During the course of the inspection, the inspector(s) review of a policy on trust accounts for residents, admission contracts, unfunded services contracts, accommodation invoices, observation of resident's room, clothing and laundry room

**The following Inspection Protocols were used during this inspection:
Resident Charges**



Trust Accounts

Findings of Non-Compliance were found during this inspection.

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>Legende</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 LTCHA, 2007 S.O. 2007, c.8, s. 91. Resident charges



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Specifically failed to comply with the following:

s. 91. (1) A licensee shall not charge a resident for anything, except in accordance with the following:

- 1. For basic accommodation, a resident shall not be charged more than the amount provided for in the regulations for the accommodation provided. 2007, c. 8, s. 91 (1).**
- 2. For preferred accommodation, a resident shall not be charged more than can be charged for basic accommodation in accordance with paragraph 1 unless the preferred accommodation was provided under an agreement, in which case the resident shall not be charged more than the amount provided for in the regulations for the accommodation provided. 2007, c. 8, s. 91 (1).**
- 3. For anything other than accommodation, a resident shall be charged only if it was provided under an agreement and shall not be charged more than the amount provided for in the regulations, or, if no amount is provided for, more than a reasonable amount. 2007, c. 8, s. 91 (1).**
- 4. Despite paragraph 3, a resident shall not be charged for anything that the regulations provide is not to be charged for. 2007, c. 8, s. 91 (1).**

Findings/Faits saillants :



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1. The licensee failed to ensure that for goods and services other than accommodation, residents are only charged if provided for under an agreement, and not charged an amount more than is provided for in the regulations, or if no amount is provided for, not charging more than a reasonable amount.

A record review revealed that currently the home has an identified number of residents, who were charged for clothing care services for an identified month. An interview with the administrator confirmed that the home has always charged the residents for clothing care services. The administrator confirmed that the mending and alteration services were not individualized. [REDACTED] AS

[REDACTED] Furthermore, there is no system in place to determine that each of the identified residents actually received the services for any given month that they have actually paid for the service.

A review of resident accommodation invoices for an identified month indicates the accommodation charges include, clothing care services for the residents at a charge of \$ 15.00 on a monthly basis.

An interview with the staff revealed that, he/she does some of the clothing mending on his/her own time voluntarily, and that home does not currently have any individual, who can provide clothing mending and repair services to the residents. The staff stated to the inspector that he/she rarely has mending to do and believes that he/she has mended one or two items of clothing this past month. [s. 91. (1) 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 for goods and services other than accommodation, residents are only charged if provided for under an agreement, and not charged an amount more than is provided for in the Regulation, or if no amount is provided for, not charging more than a reasonable amount, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 241. Trust accounts



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Specifically failed to comply with the following:

s. 241. (5) Every licensee shall establish a written policy and procedures for the management of resident trust accounts and the petty cash trust money, which must include,

(a) a system to record the written authorizations required under subsection (8); and O. Reg. 79/10, s. 241 (5).

(b) the hours when the resident, or the person acting on behalf of the resident, can make deposits to or withdrawals from the resident's funds in a trust account and make withdrawals from the petty cash trust money. O. Reg. 79/10, s. 241 (5).

s. 241. (7) The licensee shall,

(a) provide a resident, or a person acting on behalf of a resident, with a written receipt for all money received by the licensee from the resident, or any other person, for deposit in a trust account on behalf of the resident; O. Reg. 79/10, s. 241 (7).

s. 241. (7) The licensee shall,

(f) provide to the resident, or to a person acting on behalf of a resident, a quarterly itemized written statement respecting the money held by the licensee in trust for the resident, including deposits and withdrawals and the balance of the resident's funds as of the date of the statement; and O. Reg. 79/10, s. 241 (7).

Findings/Faits saillants :



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1. Licensee failed to ensure that the home's policy and procedures for the management of trust accounts and the petty cash trust money includes, a system to record written authorizations and the hours when the resident or persons acting on behalf of the resident can make deposits or withdrawals from the funds in a trust account and from petty cash trust money.

A review of the home's policy # ADM-III-02, titled "Trust Accounts" updated on March 2012 does not indicate the hours when the resident or persons acting on behalf of the resident can make deposits or withdrawals from the funds in a trust account and from petty cash trust money.

An interview conducted with staff, confirmed that, the policy on trust account does not indicate hours where resident or a person who can act on behalf of the resident can deposit or withdrawal of money into their personal trust accounts. [s. 241. (5)]

2. Licensee failed to provide a receipt to the resident or a person acting on behalf of a resident for all money received and deposited into a trust account. Interview conducted with the staff revealed that the home does not provide a receipt to the residents for all money received and deposited into a trust account. [s. 241. (7) (a)]

3. Licensee failed to provide quarterly itemized statements to the resident, or to a person acting on behalf of a resident respecting money held by the licensee in trust for the resident, that include deposits, withdrawals and the balance of the resident's funds as of the statement. An interview conducted with the staff confirms that residents are not provided with quarterly itemized statements for their trust accounts which include withdrawals, deposits and balance for their trust accounts. [s. 241. (7) (f)]



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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

(1) the licensee establish a written policy and procedure for the management of resident trust accounts and the petty cash trust money, which must include, (a) a system to record the written authorizations required under subsection (8); and (b) the hours when the resident, or the person acting on behalf of the resident, can make deposits to or withdrawals from the resident's funds in a trust account and make withdrawals from the petty cash trust money

(2) the licensee shall provide a resident, or a person acting on behalf of the resident, with a written receipt for all money received by the licensee from the resident, or any other person, for deposit in a trust account on behalf of the resident

(3) provide to the resident, or to a person acting on behalf of a resident quarterly itemized written statement respecting the money held by the licensee in trust for the resident, including deposits and withdrawals and the balance of the resident's funds as of the date of the statement, to be implemented voluntarily.

Issued on this 22nd day of November, 2013

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

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