



**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

**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 November 2, 2010	Inspection No/ d'inspection 2010_113_2593_01Nov113833	Type of Inspection/Genre d'inspection Mandatory Report - T2598
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Licensee/Titulaire

Revera Long Term Care Inc., 55 Standish court, 8th Floor, Mississauga, ON L5R 4B2

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

Oak Terrace, 291 Mississauga Street West, Orillia, ON L3V 3B9

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

Jane Carruthers #113

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a follow up visit after the MOHLTC was notified that the Home's Fire Safety Plan had been revoked and they were found to be in violation of the Fire Code.

During the course of the inspection, the inspector spoke with: Administrator and Environmental Service Manager.

During the course of the inspection, the inspector: walked through the Home and checked each stairway and exterior door to ensure compliance with the LTCHA and Regulation.

The following Inspection Protocols were used in part or in whole during this inspection:
Safe and Secure Home Inspection Protocol

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

[2] WN

[2] CO: CO # 001, #002

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.

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-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.)

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. ii. 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,
 - ii. equipped with a door access control system that is kept on at all times

Findings:

1. The main front door facing Mississauga Street can only be manually locked and unlocked with a key that is kept on a hook outside the boiler room approximately 50 feet away.
2. There is no door access control system that is kept on at all times.

Inspector ID #: 113

Additional Required Actions:

CO # - [001] will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

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WN #2: The Licensee has failed to comply with O. Reg 79/10, s. 9. 1. iii B

Every licensee of a long-term care home shall ensure that the following rules are complied with:

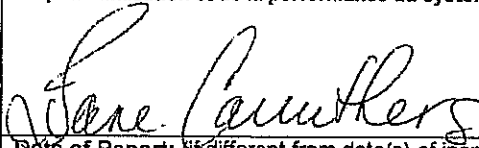
1. All doors leading to stairways and the outside of the home must be,
 - iii equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and,
 - B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.

Findings:

1. The following doors are not alarmed and do not show up on an enunciator panel: west exit door into the secure garden on main floor, exit door into the west stairwell on main floor (was reported as repaired on November 3, 2010), the exit door into stairwell across from the kitchen on main floor, the west side exit door into the stairwell on second floor, and the south side exit door into the stairwell on second floor.



2. The following doors do not show up on an enunciator panel: the staff entrance at the back of the building on first floor, the main public entrance at the back of the building on first floor, and the west side exit door into the stairwell on first floor.	
Inspector ID #:	113
Additional Required Actions:	
CO # - [002] will be served on the licensee. Refer to the "Order(s) of the Inspector" form.	

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 21, 2010



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:	Jane Carruthers	Inspector ID # 113
Log #:	T2598	
Inspection Report #:	2010_113_2593_01Nov113833	
Type of Inspection:	Mandatory Report	
Date of Inspection:	November 2, 2010	
Licensee:	Revera Long Term Care Inc., 55 Standish court, 8 th Floor, Mississauga, ON L5R 4B2	
LTC Home:	Oak Terrace, 291 Mississauga Street West, Orillia, ON L3V 3B9	
Name of Administrator:	Judy Peterson	

To Revera Long Term Care Inc., you are hereby required to comply with the following orders by the dates set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
Pursuant to: O. Reg 79/10, s.9. 1. ii. 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, ii. equipped with a door access control system that is kept on at all times			
Order: 1. The licensee shall ensure that the front door on the main level facing Mississauga Street is equipped with a door access control system that is kept on at all times.			
Grounds: 1. The main front door facing Mississauga Street can only be manually locked and unlocked with a key that is kept on a hook outside the boiler room approximately 50 feet away. 2. There is no door access control system that is kept on at all times.			



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

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

This order must be complied with by: December 31, 2010

Order #:	002	Order Type:	Compliance Order, Section 153 (1)(a)
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Pursuant to: O. Reg 79/10, s. 9. 1. iii B

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,
 - iii equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and,
 - 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.

Order:

1. The licensee shall audit, identify and ensure all doors leading to the stairways and the outside of the home is equipped with an audible door alarm, can only be cancelled at the point of activation, be connected to an audio visual enunciator at the nurses' station and has a manual reset switch at each door.

Grounds:

1. The following doors are not alarmed and do not show up on an enunciator panel: west exit door into the secure garden on main floor, exit door into the west stairwell on main floor (was reported as repaired on November 3, 2010), the exit door into stairwell across from the kitchen on main floor, the west side exit door into the stairwell on second floor, and the south side exit door into the stairwell on second floor.
2. The following doors do not show up on an enunciator panel: the staff entrance at the back of the building on first floor, the main public entrance at the back of the building on first floor, and the west side exit door into the stairwell on first floor.

This order must be complied with by: June 21, 2010

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

**Ministry of Health and Long-Term Care**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**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

(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

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 21 day of December 2010.	
Signature of Inspector:	Jane Carruthers
Name of Inspector:	Jane Carruthers
Service Area Office:	Toronto Service Area