



**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**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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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
Jan 27, 2017	2017_539120_0003	033252-16	Complaint

Licensee/Titulaire de permis

MARYBAN HOLDINGS LTD
3700 BILLINGS COURT BURLINGTON ON L7N 3N6

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

OAKWOOD PARK LODGE
6747 OAKWOOD DRIVE NIAGARA FALLS ON L2E 6S5

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

BERNADETTE SUSNIK (120)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): January 13, 2017

033252-16 related to hot water and ambient air temperatures and bathing schedules.

During the course of the inspection, the inspector(s) spoke with the Administrator, maintenance person, residents and non-registered staff.

During the course of the inspection, the inspector toured two corridors and a tub room, took water and air temperatures in random locations, reviewed hot water logs, hot water monitoring procedures and bathing schedules.

**The following Inspection Protocols were used during this inspection:
Safe and Secure Home**

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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 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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services



Specifically failed to comply with the following:

- s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,**
- (a) electrical and non-electrical equipment, including mechanical lifts, are kept in good repair, and maintained and cleaned at a level that meets manufacturer specifications, at a minimum; O. Reg. 79/10, s. 90 (2).**
 - (b) all equipment, devices, assistive aids and positioning aids in the home are kept in good repair, excluding the residents' personal aids or equipment; O. Reg. 79/10, s. 90 (2).**
 - (c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection; O. Reg. 79/10, s. 90 (2).**
 - (d) all plumbing fixtures, toilets, sinks, grab bars and washroom fixtures and accessories are maintained and kept free of corrosion and cracks; O. Reg. 79/10, s. 90 (2).**
 - (e) gas or electric fireplaces and heat generating equipment other than the heating system referred to in clause (c) are inspected by a qualified individual at least annually, and that documentation is kept of the inspection; O. Reg. 79/10, s. 90 (2).**
 - (f) hot water boilers and hot water holding tanks are serviced at least annually, and that documentation is kept of the service; O. Reg. 79/10, s. 90 (2).**
 - (g) the temperature of the water serving all bathtubs, showers, and hand basins used by residents does not exceed 49 degrees Celsius, and is controlled by a device, inaccessible to residents, that regulates the temperature; O. Reg. 79/10, s. 90 (2).**
 - (h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius; O. Reg. 79/10, s. 90 (2).**
 - (i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius; O. Reg. 79/10, s. 90 (2).**
 - (j) if the home is using a computerized system to monitor the water temperature, the system is checked daily to ensure that it is in good working order; and O. Reg. 79/10, s. 90 (2).**
 - (k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).**



Findings/Faits saillants :

1. The licensee did not ensure that procedures were implemented to ensure that water temperatures were monitored once per shift in random locations where residents had access to hot water.

A complaint was received regarding a lack of hot water in resident's washrooms and in their bath/shower rooms. Residents and staff were interviewed during the inspection and identified that for several months, the hot water temperatures fluctuated and that the hot water was cool. According to the Administrator, their hot water boiler was not functioning properly and a new hot water boiler was ordered in November 2016 and installed on December 20, 2016.

The licensee's procedure titled "Water Temperatures - CN-W-01-1" dated August 2010 identified that water temperatures were to be measured (did not identify who would measure) with a thermometer and recorded in random locations including tub rooms (as per instructions identified on the temperature log sheet) on each shift.

During the inspection, it was identified that water temperatures were taken by the registered staff and recorded on a water temperature log sheet. Log sheets were reviewed between October and December 31, 2016 and revealed the following missing temperatures on the day, evening and night shifts;

October 3-7, 10-12, 14-21, 26-30 (day shift)
October 3, 4, 10,11, 13, 18, 19, 21, 23, 26, 27 (evening shift)
October 1, 3, 5, 7, 16, 28, 29 (night shift)
November 1-5, 8-18, 21-26, 28-30 (day shift)
November 1,2,6,8,11-13, 18, 19, 22, 25-27, 30 (evening shift)
November 4, 11, 12, 14, 15, 18-25, 28,29,30 (night shift)
December 1-15, 18-23, 27-30 (day shift)
December 2, 3, 7, 9-11, 16-19, 21, 25, 31 (evening shift)
December 2-4, 6,7, 12-14, 16-19, 20-26, 28, 31 (night shift)

No water temperatures were recorded on the above noted water temperature logs for tub or shower rooms. Water temperatures from these locations was therefore not monitored to ensure that a minimum temperature of 40 degrees Celsius was available as per section 90(2)(i) of Ontario Regulation 79/10. Water temperatures taken at the time of inspection met the minimum requirement of 40 degrees Celsius within the tub room



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tested. No legal requirements for a minimum hot water temperature has been set for resident hand sinks. [s. 90. (2)]

Issued on this 27th day of January, 2017

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

Original report signed by the inspector.