



**Ministry of Health and  
Long-Term Care**

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

**Ministère de la Santé et des  
Soins de longue durée**

**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**

Ottawa Service Area Office  
347 Preston St Suite 420  
OTTAWA ON K1S 3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347 rue Preston bureau 420  
OTTAWA ON K1S 3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

## **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Dec 16, 2016	2016_584161_0056	034583-16	Complaint

### **Licensee/Titulaire de permis**

THE PERLEY AND RIDEAU VETERANS' HEALTH CENTRE  
1750 Russell Road OTTAWA ON K1G 5Z6

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

THE PERLEY AND RIDEAU VETERANS' HEALTH CENTRE  
1750 RUSSELL ROAD OTTAWA ON K1G 5Z6

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

KATHLEEN SMID (161)

## **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): off site on December 15, 16, 2016.**

**During the course of the inspection, the inspector(s) spoke with an informant, a Substitute Decision Maker, Community Care Access Centre Placement Coordinator, Community Care Access Centre Program Manager and the Chief Executive Officer.**

**The following Inspection Protocols were used during this inspection:  
Admission and Discharge**



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

- 1 WN(s)
- 0 VPC(s)
- 1 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>Legendé</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>

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**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 44. Authorization for admission to a home**

**Specifically failed to comply with the following:**

**s. 44. (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 43 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,**

**(a) the home lacks the physical facilities necessary to meet the applicant's care requirements; 2007, c. 8, s. 44. (7).**

**(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or 2007, c. 8, s. 44. (7).**

**(c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).**

**Findings/Faits saillants :**

1. The licensee failed to ensure that withholding admission approval of applicant #001's admission to the home shall only be based upon subsection 43 (6) unless, (a) the home lacks the physical facilities necessary to meet the applicant's care requirements; (b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or (c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).

Applicant # 001 was assessed in August 2016 by the Champlain Community Care Access Centre (CCAC) to require a Category 1 – Crisis Placement into a long-term care home.

The following information was received from the Champlain CCAC Placement Manager and Placement Coordinator during a telephone interview on December 15, 2016 with Inspection Team Leads #117 and #549.

On December 7, 2016, Applicant #001's Substitute Decision Maker (SDM) was contacted by the Champlain CCAC with a bed offer, for a basic accommodation, at The Perley-Rideau Veterans Health (PRVHC).



On December 13, 2016, the PRVHC Chief Financial Officer (CFO) contacted the Champlain CCAC Placement Coordinator regarding concerns that Applicant #001 may not be able to afford a basic accommodation, even with subsidies. The CFO informed the CCAC Placement Coordinator that the PRVHC was not willing to admit an applicant if the applicant cannot afford the subsidized payment and requested that the admission be cancelled. The CCAC indicated that they did not receive a letter notifying them or applicant #001 that admission to the PRVHC was being withheld or withdrawn.

Applicant #001 arrived at the PRVHC on December 14, 2016 for admission.

On December 14, 2016, CCAC Placement Coordinator called the PRVCH Admission Coordinator, at approximately 1120 hours, who informed her that the SDM met with the CFO and subsequently the SDM left the PRVHC with the applicant. The applicant was not admitted to the home.

On December 15, 2016, at approximately 1615 hours, the Inspection Team Leads #117 and #549, contacted the SDM who informed the Inspection Team Leads that on December 14, 2016 the SDM arranged and paid for transportation for her and the applicant to be taken to the PRVHC for admission. They were greeted by a staff member and brought to the applicant's room. The SDM indicated that she proceeded to unpack the applicant's belongings. While unpacking, the SDM indicated that two staff members came into the room and informed her that it was not possible for applicant #001 to be admitted to the home because finances had not been approved.

The SDM indicated that she was informed by the CFO, in the presence of another staff member, that the PRVHC could not accept the applicant as the applicant does not have enough money to pay the accommodation rate, even with subsidies. The SDM stated that she asked the CFO why the home did not inform the SDM before arriving at the home for admission that the applicant would not be admitted for financial reasons. At which point the CFO responded to the SDM that he had informed the CCAC on December 13, 2016 that the applicant would not be admitted due to financial reasons. The SDM left the office and took the applicant home.

On December 15, 2016, Inspection Team Leads #117 and #549 spoke with the PRVHC Chief Executive Officer (CEO) at 1710 hours, who stated that he had been made aware of the applicant's refusal of admission to the home due to financial reasons.. The CEO indicated to the Inspection Team Leads that he is aware of legislative requirements for admission refusals but that he was not aware that an applicant's admission could not be



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withheld based on financial information. [s. 44. (7)]

***Additional Required Actions:***

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

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**Issued on this 16th day of December, 2016**

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

**Original report signed by the inspector.**



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et  
des Soins de longue durée**

**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*

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

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

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

**Public Copy/Copie du public**

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**Name of Inspector (ID #) /**

**Nom de l'inspecteur (No) :** KATHLEEN SMID (161)

**Inspection No. /**

**No de l'inspection :** 2016\_584161\_0056

**Log No. /**

**Registre no:** 034583-16

**Type of Inspection /**

**Genre**

Complaint

**d'inspection:**

**Report Date(s) /**

**Date(s) du Rapport :** Dec 16, 2016

**Licensee /**

**Titulaire de permis :** THE PERLEY AND RIDEAU VETERANS' HEALTH  
CENTRE  
1750 Russell Road, OTTAWA, ON, K1G-5Z6

**LTC Home /**

**Foyer de SLD :** THE PERLEY AND RIDEAU VETERANS' HEALTH  
CENTRE  
1750 RUSSELL ROAD, OTTAWA, ON, K1G-5Z6

**Name of Administrator /**

**Nom de l'administratrice**

**ou de l'administrateur :** Akos Hoffer

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To THE PERLEY AND RIDEAU VETERANS' HEALTH CENTRE, you are hereby  
required to comply with the following order(s) by the date(s) set out below:



**Ministry of Health and  
Long-Term Care**

**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

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des Soins de longue durée**

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**Order # /****Ordre no :** 001**Order Type /****Genre d'ordre :** Compliance Orders, s. 153. (1) (a)**Pursuant to / Aux termes de :**

LTCHA, 2007 S.O. 2007, c.8, s. 44. (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 43 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,

(a) the home lacks the physical facilities necessary to meet the applicant's care requirements;

(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or

(c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).

**Order / Ordre :**

The Licensee is ordered to immediately:

1. Admit the applicant #001 to the Perley-Rideau Veterans Health Centre (PRVHC)

2. Pay all expenses the applicant and/or the family incurred as a direct result of the licensee's not admitting the applicant on December 14, 2016..

**Grounds / Motifs :**

1. The licensee failed to ensure that withholding admission approval of an applicant #001's admission to the home shall only be based upon subsection 43 (6) unless, (a) the home lacks the physical facilities necessary to meet the applicant's care requirements; (b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or (c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).

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Applicant #001 arrived at the PRVHC on December 14, 2016 for admission. On December 14, 2016, CCAC Placement Coordinator called the PRVHC Admission Coordinator, at approximately 1120 hours, who informed her that the SDM met with the CFO and subsequently the SDM left the PRVHC with the applicant. The applicant was not admitted to the home.

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The SDM indicated that she was informed by the CFO, in the presence of another staff member, that the PRVHC could not accept the applicant as the applicant does not have enough money to pay the accommodation rate, even with subsidies. The SDM stated that she asked the CFO why the home did not inform the SDM before arriving at the home for admission that the applicant would not be admitted for financial reasons. At which point the CFO responded



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to the SDM that he had informed the CCAC on December 13, 2016 that the applicant would not be admitted due to financial reasons. The SDM left the office and took the applicant home.

On December 15, 2016, Inspection Team Leads #117 and #549 spoke with the PRVHC Chief Executive Officer (CEO) at 1710 hours, who stated that he had been made aware of the applicant's refusal of admission to the home due to financial reasons.. The CEO indicated to the Inspection Team Leads that he is aware of legislative requirements for admission refusals but that he was not aware that an applicant's admission could not be withheld based on financial information. (161)

**This order must be complied with by /**

**Vous devez vous conformer à cet ordre d'ici le : Dec 17, 2016**



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de l'article 154 de la *Loi de 2007 sur les foyers  
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### **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 services for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director  
c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
Fax: 416-327-7603



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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 tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the Director

Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON M5S 2T5

Director  
c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
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](http://www.hsarb.on.ca).



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## **RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL**

### **PRENDRE AVIS**

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au:

Directeur  
a/s Coordinateur des appels  
Inspection de soins de longue durée  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11<sup>e</sup> étage  
Ontario, ON  
M5S-2B1  
Fax: 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.



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En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire  
Commission d'appel et de révision  
des services de santé  
151, rue Bloor Ouest, 9e étage  
Toronto (Ontario) M5S 2T5

Directeur  
a/s Coordinateur des appels  
Inspection de soins de longue durée  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11e étage  
Ontario, ON  
M5S-2B1  
Fax: 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Issued on this 16th day of December, 2016**

**Signature of Inspector /  
Signature de l'inspecteur :**

**Name of Inspector /  
Nom de l'inspecteur :** KATHLEEN SMID

**Service Area Office /  
Bureau régional de services :** Ottawa Service Area Office