

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Ottawa District
347 Preston Street, Suite 420
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Amended Public Report Cover Sheet (A1)

Amended Report Issue Date: June 2, 2023	
Original Report Issue Date: May 31, 2023	
Inspection Number: 2023-1577-0002 (A1)	
Inspection Type: Complaint Follow up	
Licensee: United Counties of Prescott and Russell	
Long Term Care Home and City: Residence Prescott et Russell, Hawkesbury	
Amended By Joelle Taillefer (211)	Inspector who Amended Digital Signature Joelle Taillefer <small>Digitally signed by Joelle Taillefer Date: 2023.06.02 11:36:22 -04'00'</small>

AMENDED INSPECTION SUMMARY

This report has been amended to:
reflect the addition of the date of May 18, 2023, to the Inspection Report Summary.
The Follow-Up Inspection (#2023-1577-0002) was completed on-site on May 26, 2023.

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Inspection Type: Complaint Follow up	
Licensee: United Counties of Prescott and Russell	
Long Term Care Home and City: Residence Prescott et Russell, Hawkesbury	
Lead Inspector Joelle Taillefer (211)	Additional Inspector(s) Lisa Kluge (000725)
Amended By Joelle Taillefer (211)	Inspector who Amended Digital Signature Joelle Taillefer <small>Digitally signed by Joelle Taillefer Date: 2023.06.02 11:37:14 -04'00'</small>

AMENDED INSPECTION SUMMARY

This report has been amended to:
reflect the addition of the date of May 18, 2023, to the Inspection Report Summary.
The Follow-Up Inspection (#2023-1577-0002) was completed on-site on May 26, 2023.

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 18, 19 and 26, 2023.

The following intake(s) were inspected:

- Intake: #00087956 - Complaint related to concerns with no air conditioning in the home.
- Intake: #00088310 - Follow-up #: 1 - O. Reg. 246/22 - s. 23.1 (1) 1. ICO Immediate Compliance Order #901 - related to Air conditioning requirements issued May 19, 2023 - with a CDD of May 26, 2023.

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Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance:

Order #901 from Inspection #2023-1577-0002 (A2) related to O. Reg. 246/22, s. 23.1 (1) 1. inspected by Joelle Taillefer (211)

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

Safe and Secure Home

INSPECTION RESULTS

IMMEDIATE COMPLIANCE ORDER [ICO #901] Air conditioning requirements

NC #001 Immediate Compliance Order (ICO)

O. Reg. 246/22, s. 23.1 (1) 1., served on May 19, 2023

This ICO was complied during this inspection.

Date Complied: May 26, 2023

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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/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). 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 or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP 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, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

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If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

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 an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.