



**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**

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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
Apr 25, 2016	2016_346133_0012	005614-14	Other

Licensee/Titulaire de permis

PROVIDENCE CARE CENTRE
340 Union Street KINGSTON ON K7L 5A2

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

PROVIDENCE MANOR
275 SYDENHAM STREET KINGSTON ON K7K 1G7

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

JESSICA LAPENSEE (133)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct an Other inspection.

**This inspection was conducted on the following date(s): March 7th - 9th, 2016
(onsite)**

This Other inspection was in relation to lighting levels in the home.

**During the course of the inspection, the inspector(s) spoke with the Administrator,
the Plant Services Manager, registered and non registered nursing staff, and
residents.**

**During the course of the inspection, the inspector measured lighting levels in
specified areas of the home.**

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

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

2 WN(s)

1 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). The following constitutes written notification of non-compliance under paragraph 1 of section 152 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. 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. 18. Every licensee of a long-term care home shall ensure that the lighting requirements set out in the Table to this section are maintained. O. Reg. 79/10, s. 18.

TABLE**Homes to which the 2009 design manual applies****Location - Lux****Enclosed Stairways - Minimum levels of 322.92 lux continuous consistent lighting throughout****All corridors - Minimum levels of 322.92 lux continuous consistent lighting throughout****In all other areas of the home, including resident bedrooms and vestibules, washrooms, and tub and shower rooms. - Minimum levels of 322.92 lux****All other homes****Location - Lux****Stairways - Minimum levels of 322.92 lux continuous consistent lighting throughout****All corridors - Minimum levels of 215.28 lux continuous consistent lighting throughout****In all other areas of the home - Minimum levels of 215.28 lux****Each drug cabinet - Minimum levels of 1,076.39 lux****At the bed of each resident when the bed is at the reading position - Minimum levels of 376.73 lux****O. Reg. 79/10, s. 18, Table; O. Reg. 363/11, s. 4****Findings/Faits saillants :**

1. The licensee failed to comply with O. Reg. 79/10, s. 18 in that the licensee failed to ensure that the lighting requirements set out in the lighting table were maintained, specifically related to corridor and bedroom lighting.

The long term care home was built prior to 2009 and therefore the section of the lighting table that was applied is titled "all other homes". In corridors, a minimum level of 215.28 lux is required. At the bed of each resident, when the bed is at the reading position, a minimum level of 376.73 lux is required. In all other areas of a bedroom, a minimum level of 215.28 lux is required.



A hand held digital light meter was used (Amprobe LM-120, operating error < 10%) to measure lux levels over the course of the inspection. Lux levels were measured in corridors throughout the third floor (Sydenham, Link, Montreal and Bay) and in identified bedrooms on the third floor. The light meter sensor was held a standard 30 inches above and parallel to the floor, with the exception of measurements taken at the head of each bed, which was done above the pillow, directly underneath the over bed light if there was one. If all provided bedrooms lights were not on when the Inspector arrived to measure the lux, they were turned on and allowed to warm up for at least 10 minutes before measurements were made. When measuring lux in bedrooms, the bedroom doors were closed in order to eliminate the influence of the corridor lighting on the meter readings. Similarly, when measuring lux in the corridors, bedrooms doors were closed in order to eliminate the influence of bedroom lighting, and natural light from windows, on the meter readings. In bedrooms, if lux was measured when the influence of natural light from the windows was a possibility, window coverings were drawn. If the natural light could not be excluded, lux measurements were not completed. The focus in bedrooms was on areas of activity, and above the head of the bed.

Generally, lux levels in bedrooms and corridors were complaint only when measured underneath or in immediate proximity to provided lighting. Some exceptions are noted.

Corridor lighting generally consisted of fluorescent tube lighting (four ft. tubes), enclosed in a suspended secondary ceiling, above doorways. The number of lengths of light above doorways varied and is noted. In the area of the nurses' stations, and in the wider section of the Link corridor, there were also some troffer lights. A troffer is a rectangular light fixture that fits into a modular dropped ceiling grid, which accommodates fluorescent tubes. In the Bay street corridor, in the area of bedroom #331 and the service elevator, there were four recessed pot lights exclusively.

Link corridor:

Lux measurements were taken throughout the Link corridor on March 7th, 2016, between approximately 1700 hrs. and 1815 hrs., and on March 8th, 2016, between approximately 1200 hrs. and 1230 hrs.

Link corridor – between conference room #384 to bedroom #377:

Lux levels measured along the sides of the corridor, at the handrail, between rooms, ranged from a low of 90 lux (between #384 and #383), and a high of 122 lux (between



#383 and #379). There was one length of fluorescent tube lighting above each doorway.

Lux levels measured in the center of the corridor, in between bedrooms that are on the same side of the corridor, ranged from a low of 115 lux (between #382/#380 and #383/#381), and a high of 120 lux (between #380/#378 and #381/#379).

Lux levels measured in the center of the corridor, in between bedrooms that are across from each other, or in between a bedroom and the corridor wall across from it, ranged from a low of 125 lux (between #377 and the wall), and a high of 175 lux (between #382 and #383).

Link corridor – wider section:

The highest level of lux measured in front of bedroom #374, directly underneath the light above the doorway, was 135 lux.

Lux levels measured along the sides of the corridor, at the handrails, ranged from a low of 90 lux (between #376 and #375) to a high of 135 lux (between #374 and #373). There was one length of fluorescent tube lighting above each doorway.

Lux levels measured in the center of the corridor, between bedrooms that are across from each other, or between a bedroom and the wall across from it, ranged from a low of 81 lux (between #373/#372 and #371) to a high of 160 lux (between #372/#369 and #371/#370).

Related to areas of activity within the wider section of the Link corridor, up to 150 lux was measured in front of the piano, between bedrooms #370 and #371. Up to 135 lux was measured in front of the chairs along the side of the hallway, across from the piano, between bedrooms #372 and #369. There were two four ft. by one ft. troffer lights in the center of the corridor in this area.

Link corridor - between bedrooms #368 and #366:

Lux levels measured in the center of the corridor ranged from a low of 67 lux (between #366/#367 and #368/stairway #2), and a high of 150 lux (between #368 and #367).

The highest level of lux measured along the side of the corridor, at the handrail, in



between bedrooms #367 and #366, was 74 lux. There was one length of fluorescent tube lighting above each bedroom doorway.

Montreal street corridor:

Lux levels were measured in the Montreal street corridor, on March 7th, 2016, between 1815 hrs. - 1900 hrs., and on March 8th, 2016, beginning at approximately 1230hrs.

Lux levels measured in the center of the corridor, in between the troffer lights in the area of bedrooms #360 and #359, ranged from 74 - 76 lux.

The highest level of lux measured in front of bedroom #349, directly underneath the light above the doorway, was 120 lux.

The area of bedrooms #350 - #347 was selected for representative lux measurements for the sides of the corridor. The highest level of lux measured along the side of the corridor, at the handrail, between bedrooms #349 and #347, was 82 lux. The highest level of lux measured along the side of the corridor, at the handrail, between bedrooms #350 and #348, was 100 lux. There was one length of fluorescent tube lighting above each bedroom doorway.

Lux levels measured along the center of the corridor in the section between bedrooms #359 and #346, ranged from a low of 74 lux (between #352/350 and #351/#349), and a high of 160 lux (between #348 and #347).

Bay street corridor:

The following lux measurements were made on March 8th, 2016, between 1700 hrs. and 1815 hrs.

Lux levels measured in the area of bedrooms #341 - #342 were as follows: Up to 93 lux along the side of the corridor, at the handrail, between the bedrooms. Up to 60 lux along the other side of the corridor, at the handrail on the wall across from bedroom #341. Up to 92 lux, in the center of the corridor, between bedroom #341 and the wall across from it. There was one length of fluorescent tube lighting above each bedroom doorway.

In the areas of bedrooms where there was two lengths of fluorescent tube lighting positioned centrally above the doorways, the only non-compliant lighting measured was



in the centre of the corridor, in between bedrooms that were on the same side of the corridor. The highest lux measured in the centre of the corridor, between bedrooms #325/#327 and bedrooms #328/#326, for example, was 180 lux.

At bedroom #331, the highest level of lux measured in front of the bedroom was 69 lux. In the centre of the corridor, outside of bedroom #331, the highest lux measured was 90 lux.

Sydenham street corridor:

The following lux measurements were all made on March 8th, 2016.

In the section of corridor where there was more than one length of fluorescent tube lighting above doorways, the only non-compliant lighting measured was in the centre of the corridor, in between bedrooms that were on the same side of the corridor. The highest lux measured in the center of the corridor, between bedrooms #315/#317 and #318/#316, for example, was 165 lux. Measurements were taken between approximately 1745 hrs. and 1830 hrs.

In the area of the independent side of the dining room, in the centre of the corridor, between the series of windows looking into the dining room and the wall across from it (between clean and soiled utility rooms), the highest level of lux measured was 120 lux. This measurement was taken at approximately 1900hrs.

In the section of corridor in the area of stairway #6, the highest level of lux measured directly underneath the troffer light at the fire hose, and the troffer light at stairway #6, was 180 lux and 176 lux respectively. The highest level of lux measured between the troffer lights was 130 lux. These measurements were taken at approximately 1200 hrs.

In the section of the corridor between the nurses' station and the welcome room, all areas measured were compliant.

Bedrooms:

In all bedrooms, there was an entrance light fixture. This was a small, square, flush mounted ceiling light, approximately one and a half feet into the bedroom, central to the doorway. The entrance light was also in the immediate area of the closet. Lighting measured directly beneath these fixtures was non-complaint in all cases. In all



bedrooms, there was a wall mounted fluorescent tube fixture, typically centrally positioned above a bed. These wall fixtures contained two four foot (ft.) fluorescent tubes, one on top of the other, which could be independently operated. These wall fixtures were obscured by a panel of wood, which typically extended along the length of the wall that these fixtures were on. There was a clear textured lens at the top of these fixtures. When positioned centrally over a bed, these wall fixtures provided compliant lighting at the head of the bed and to the immediate area around the head of the bed, exclusively. Finally, there was also fluorescent tube lighting, typically two four ft. tubes, which ran parallel to the length of the window, in each bedroom. There was a panel of wood in front of the tubes, parallel with the window. These fixtures provided compliant lighting levels between the side of the bed and the windows, where beds were positioned next to and parallel to the windows, exclusively.

Bedrooms #307, #302, #313 and #317:

On the evening of March 8th, 2016, between 1830 hrs. and 1945 hrs., lux levels were measured in the four noted single bed rooms, in the Sydenham street corridor. The bedrooms were of the same configuration and of the same set up with regards to furnishings. In summary, the lux measured directly under the entrance light, which also illuminated the closet, ranged from a low of 50 lux to a high of 65 lux. The lux measured in between the bed and the bathroom door ranged from a low of 124 lux to a high of 143 lux. The lux measured at the foot of the bed, in the area of furnishings such as comfortable easy chairs or dressers, ranged from a low of 80 lux and a high of 130. The low lux readings were all measured in bedroom #307 and the high lux readings were all measured in bedroom #313.

Bedroom #338, #325 and #354:

Lux was measured in the three noted bedrooms on March 9th, 2016, between 1230 hours and 1300 hours, in the Bay street and Montreal street corridors. Bedroom #338 was a two bed room, while #325 and #354 were single bed rooms.

Bedroom #338: Lux was measured only within the entrance area and the bed space for bed #1. The highest level of lux measured directly under the entrance light, in the immediate area of the first closet, was 60 lux. The highest level of lux measured in front of the second closet, was 78 lux. The highest level of lux measured in front of the bathroom door and the dresser for bed #1, was also 78 lux.



Bedroom #325:

This single bed room was of a different configuration than all other single bed rooms that the Inspector had previously observed. In addition to the bed space, there was a five foot long alcove with a window at the end of it. The bed was in the far corner of the room and the bedside table was positioned centrally under the wall mounted light fixture.

The highest level of lux measured directly under the entrance light was 42 lux. The highest level of lux measured in front of the bathroom door was 59 lux. The highest level of lux measured at the head of the bed, above the pillow, was 170 lux. The highest level of lux measured in front of the green rocking chair, at the foot of the bed, was 55 lux. The highest level of lux measured in front of the black rocking chair, next to the bedside table, was 92 lux. The highest level of lux measured between the bathroom and the dresser with a television on it, was 52 lux.

Bedroom #354:

This two bed room was also of different configuration than what the Inspector had previously observed. Bed #1 was positioned parallel to the side wall and to the wall mounted fixture. Bed #2 was perpendicular to the side wall, parallel to the window and to the lighting above the window. There was no wall fixture in the area of bed #2.

The highest level of lux measured directly under the entrance light was 45 lux. The highest level of lux measured in front of the second closet was 55 lux. The highest level of lux measured in front of the bathroom door, at the foot of bed #1, was 80 lux. The highest level of lux measured in the center of the room, between bed #1 and the dresser, was 92 lux. The highest level of lux measured at the head of bed #1, above the pillow, was 186 lux. The highest level of lux measured at the head of bed #2, above the pillow, was 140 lux. [s. 18.]

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 with the requirement to provide minimum levels of lux in the identified bedrooms and corridor areas, on the third floor, as set out in the lighting Table (All Other Homes). The plan is to include processes that will ensure that existing provided lighting is maintained in good repair. The plan is to explore options and strategies for enhancing and improving existing provided lighting. The plan is to explore options for additional lighting as may be required. The plan is, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services

Specifically failed to comply with the following:

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
 - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
 - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

Findings/Faits saillants :

1. The licensee has failed to comply with LTCHA, 2007, S.O. 2007, c. 8, s. 15 (2) c. in that the licensee has failed to ensure that the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

This finding of non-compliance is specifically related to non-functional lighting, throughout the home.

The licensee was served with a Compliance Order (CO), #001, pursuant LTCHA, 2007, S.O. 2007, c. 8, s. 15 (2) (c) on December 21, 2015, as a result of Resident Quality Inspection # 2015_444603_0034. Full compliance for this CO is due on April 30th, 2016.



Therefore, the evidence presented below is additional information for Compliance Order #001.

Over the course of the inspection, March 7th – 9th, 2016, the Inspector observed the following identified lights to be non-functional in the following identified areas:

Montreal 3:

The ceiling light above sitting area across from the front of the nurses' station

One wall mounted light, in the sitting area across from the front of the nurses' station

One hanging light, at the servery in the main dining room

Seven ceiling lights, throughout the main dining room

Two ceiling lights, leading into the main dining room

Three wall mounted lights, in the fireplace dining room

The corridor ceiling light between bedroom #342 and the nurses' station

One pot light, in the corridor, outside of bedroom #331

The light above the bedroom door, in the corridor, at bedroom # 363

Montreal 4:

One ceiling light, in the entrance to the main dining room

The ceiling light above the sitting area across from the front of the nurses' station

One wall mounted light, in the fireplace dining room

One pot light, above the nurses' station



Montreal 5:

Four ceiling lights, throughout the main dining room

One ceiling light, leading into the main dining room

One wall mounted light, in the fireplace dining room

One pot light, above the nurses' station

The corridor ceiling light between bedroom #542 and the nurses' station

Two pot lights, in the corridor, outside of bedroom #531

Sydenham 3:

One hanging light, at the servery in the dining room

One ceiling light, at table #7, in the dining room

Sydenham 4:

The ceiling light outside of stairway #6

One ceiling light, in the corridor between bedrooms #469 and #470

Sydenham 5:

One ceiling light, between the nurses' station and the dining room

One pot light, above the nurses' station

The ceiling light between the fish tank and the nurses' desk.



Montreal and Sydenham 3 bedrooms:

The entrance light in bedroom #375

The over bed light in bedroom #324, top light

The entrance light in bedroom #325

The over bed light in bedroom #328, top and bottom light.

The entrance light in bedroom #331

The over bed light in bedroom #380, top light

The over bed light in bedroom #305, top light

The over bed light in bedroom #316, top light

The entrance light in bedroom # 349

The light above the window, in bedroom # 325

The over bed light in bedroom #377, top light [s. 15. (2) (c)]

Issued on this 25th day of April, 2016

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

Original report signed by the inspector.