

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

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

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

**Division des opérations relatives aux
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 # / No de registre	Type of Inspection / Genre d'inspection
Jun 26, 2020	2020_702197_0007	010607-20, 011638-20	Complaint

Licensee/Titulaire de permis

Providence Care Centre
752 King Street West KINGSTON ON K7L 4X3

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 PATTISON (197)

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): June 10, 15-18, 22 (off-site) and June 19 (on-site), 2020

Log 010607-20 - complaint related to provision of care, reassessment and staff interactions

Log 011638-20 - complaint related to renovations beginning without prior approval from the Director

During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, a Physician, an Assistant Director of Care, a Registered Nurse (RN), and Registered Practical Nurse (RPN), the Admissions Coordinator, a resident and their advocate.

The inspector also reviewed a resident's health care record and observed a specific area of the home.

**The following Inspection Protocols were used during this inspection:
Hospitalization and Change in Condition**

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

<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>Légende</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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 305. Construction, renovation, etc., of homes

Specifically failed to comply with the following:

s. 305. (3) A licensee may not commence any of the following work without first receiving the approval of the Director:

- 1. Alterations, additions or renovations to the home. O. Reg. 79/10, s. 305 (3).**
- 2. Other work on the home or work on its equipment, if doing the work may significantly disturb or significantly inconvenience residents. O. Reg. 79/10, s. 305 (3).**

Findings/Faits saillants :

1. The licensee has failed to ensure that a renovation not commence without first receiving the approval of the Director.

The Administrator of the home contacted Inspector #197 on a specified date via email related to planned renovations. The inspector provided the Administrator with instructions and information for submitting their renovation plan for approval on the same date.

The Administrator contacted Inspector #197 approximately 21 days later and indicated that the home had begun the renovation without submitting their plan and receiving the required approval.

The renovation was observed by Inspector #197 to be partially complete and information was left with the home to submit an application for what was now a Bed in Abeyance (BIA).

When following up with the Administrator related to the BIA, they indicated that the home had decided against completing the renovation and that the room had been returned to its original state and will continue to be available for resident use should it be required.

[s. 305. (3) 1.]

Issued on this 26th day of June, 2020

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

Original report signed by the inspector.