

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

Rapport d'inspection prévue  
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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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Aug 23, 2019	2019_577611_0018	009025-19	Complaint

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**Licensee/Titulaire de permis**

Shalom Manor Long Term Care Home  
12 Bartlett Avenue GRIMSBY ON L3M 4N5

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

Shalom Manor Long Term Care Home  
12 Bartlett Avenue GRIMSBY ON L3M 4N5

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

KELLY CHUCKRY (611)

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**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): June 20, 21, 24, and 26, 2019**

**Please note: This inspection was conducted concurrently with Follow Up inspection #2019\_575214\_0020 / 005190-19, related to s.6 (7)- plan of care and CIS inspection #2019\_575214\_0021.**

**During the inspection, the inspector(s) reviewed the complaint report, and applicant assessment information.**

**During the course of the inspection, the inspector(s) spoke with the Interim Chief Administrator Interim Manager of Operations and Acting Director of Resident Care (ADRC),**

**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)**

**1 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**During the course of this inspection, Administrative Monetary Penalties (AMP) were not issued.**

**0 AMP(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 AMP – Administrative Monetary Penalty</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 AMP – Administrative Monetary Penalty</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>AMP (s) may be issued under section 156.1 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> <p>AMP (s) may be issued under section 156.1 of the LTCHA</p>

**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. (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,**
- (a) the ground or grounds on which the licensee is withholding approval; 2007, c. 8, s. 44. (9).**
  - (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; 2007, c. 8, s. 44. (9).**
  - (c) an explanation of how the supporting facts justify the decision to withhold approval; and 2007, c. 8, s. 44. (9).**
  - (d) contact information for the Director. 2007, c. 8, s. 44. (9).**

**s. 44. (10) The persons referred to in subsection (9) are the following:**

- 1. The applicant. 2007, c. 8, s. 44. (10).**
- 2. The Director. 2007, c. 8, s. 44. (10).**
- 3. The appropriate placement co-ordinator. 2007, c. 8, s. 44. (10).**

**Findings/Faits saillants :**

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1. The licensee failed to ensure that when they withheld approval for admission, the licensee did not give to persons described in subsection (10) a written notice setting out, (a) the ground or grounds on which the licensee is withholding approval; (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; (c) an explanation of how the supporting facts justify the decision to withhold approval; and (d) contact information for the Director.

The Ministry of Health and Long Term Care, Centralized Intake Assessment and Triage Team (CIATT), received a letter on an identified date, from the Admission Coordinator, related to applicant #001.

The letter identified that after a review of the documentation received from the Local Health Integration Network (LHIN), the home was unable to approve applicant #001's admission.

In an interview with the ADRC it was confirmed that the written notice to withhold approval did not include a detailed explanation of the supporting facts, as they related to both the home, and to applicant #001. The written notice also did not include an explanation of how the supporting facts justified the withholding of the approval or the contact information for the Director. [s. 44. (9)]

2. The licensee failed to ensure that written notice for withholding approval for admission was provided to the applicant.

The Ministry of Health and Long Term Care, Centralized Intake Assessment and Triage Team (CIATT), received a letter on an identified date, from the Admission Coordinator, related to applicant #001.

The letter identified that after a review of the documentation received from the LHIN, the home was unable to approve applicant #001's admission. A copy of this letter was not provided to the applicant.

In an interview with the ADRC, it was confirmed that the written notice to withhold approval was not provided to the applicant. [s. 44. (10) 1.]

***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 to ensure that when they withhold approval for admission, the licensee gives, to persons described in subsection (10) a written notice setting out, (a) the ground or grounds on which the licensee is withholding approval; (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; (c) an explanation of how the supporting facts justify the decision to withhold approval; and (d) contact information for the Director, and that the letter is provided to the applicant, to be implemented voluntarily.***

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**Issued on this 23rd day of August, 2019**

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

**Original report signed by the inspector.**