



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

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

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

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

**Health System Accountability and
Performance Division
Performance Improvement and
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**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
performance et de la conformité**

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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
Mar 14, 2014	2014_317703_0002	188-14	Other

Licensee/Titulaire de permis

SHEPHERD VILLAGE INC.
3758/3760 Sheppard Avenue East, TORONTO, ON, M1T-3K9

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

SHEPHERD LODGE
3760 Sheppard Avenue East, TORONTO, ON, M1T-3K9

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

ANDREW RENNER (703)

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): February 11, 2014

Resident interviews were completed on March 3, 2014 when substitute decision makers were contacted.

During the course of the inspection, the inspector(s) spoke with Finance Manager, Resident Accountant, residents and substitute decision makers.

During the course of the inspection, the inspector(s) examined trust account and resident charges policy and procedures, trust account ledgers, trust account reconciliation, records for trust deposits and withdrawals, copy of trust account audit, resident agreements and conducted interviews with resident and substitute decision makers.

**The following Inspection Protocols were used during this inspection:
Resident Charges
Trust Accounts**

Findings of Non-Compliance were found during this inspection.



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NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 LTCHA, 2007 S.O. 2007, c.8, s. 80. Regulated documents for resident

Specifically failed to comply with the following:

- s. 80. (1) Every licensee of a long-term care home shall ensure that no regulated document is presented for signature to a resident or prospective resident, a substitute decision-maker of a resident or prospective resident or a family member of a resident or prospective resident, unless,**
- (a) the regulated document complies with all the requirements of the regulations; and 2007, c. 8, s. 80. (1).**
 - (b) the compliance has been certified by a lawyer. 2007, c. 8, s. 80. (1).**

Findings/Faits saillants :



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1. A record review and interview with staff confirmed that all regulated documents(s) presented for signature to a resident or prospective resident, a substitute decision-maker of a resident or prospective resident or a family member of a resident or prospective resident have not been certified by a lawyer to be in compliance with all the requirements of the regulations. [s. 80. (1) (b)]

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 have all documents presented to the resident, or person acting on their behalf, for signing certified by a lawyer that the documents are in compliance with all the requirements of the regulations, to be implemented voluntarily.

WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 241. Trust accounts

Specifically failed to comply with the following:

s. 241. (6) The licensee shall provide a copy of the written policy and procedures to every resident and person acting on behalf of a resident who asks to have money deposited into a trust account. O. Reg. 79/10, s. 241 (6).

**s. 241. (7) The licensee shall,
(a) provide a resident, or a person acting on behalf of a resident, with a written receipt for all money received by the licensee from the resident, or any other person, for deposit in a trust account on behalf of the resident; O. Reg. 79/10, s. 241 (7).**

Findings/Faits saillants :



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1. Interview with the staff confirmed that a resident, or the person acting on behalf of a resident, who asks to have money deposited into a trust account is not provided with a copy of the policy and procedures for the resident trust account. [s. 241. (6)]

2. A record review of the deposits made into the resident trust bank account and interview with the staff indicated that the licensee does not provide a resident, or a person acting on behalf of a resident, with a written receipt for money received by the licensee from the resident, or any other person, for deposit in a trust account on behalf of the resident when the money is received by cheque mailed directly to the home. [s. 241. (7) (a)]

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 provide a copy of the written policy and procedures to every resident and person acting on behalf of a resident who asks to have money deposited into a trust account and to provide a resident, or person acting on behalf of the resident, with a written receipt for all money received by the licensee for deposit in a trust account, to be implemented voluntarily.

Issued on this 14th day of March, 2014

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

Andrew Renner

