



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

**Rapport d'inspection  
prévue le *Loi de 2007  
les foyers de soins de  
longue durée***

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

Ottawa Service Area Office  
347 Preston St., 4<sup>th</sup> Floor  
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa  
347, rue Preston, 4<sup>ième</sup> étage  
Ottawa ON K1S 3J4

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

Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

Telephone: 613-569-5602  
Facsimile: 613-569-9670

Téléphone: 613-569-5602  
Télécopieur: 613-569-9670

	Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Date(s) of inspection/Date de l'inspection</b>	<b>Inspection No/ d'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
May 18, 19, 2011	2011_102_2605_18May105135	Complaint Log # O-000122-2011
<b>Licensee/Titulaire</b> Glen Hill Terrace Christian Homes Inc. 200 Glen Hill Drive South Whitby, Ontario L1N 9W2 Fax # 905 430 1741		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Strathaven Lifecare Centre 264 King Street East Bowmanville, Ontario L1C 1P9 fax # 905 623 1374		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Wendy Berry (102)		
<b>Inspection Summary/Sommaire d'inspection</b>		
<p>The purpose of this inspection was to conduct a complaint inspection related to housekeeping and resident hygiene.</p> <p>During the course of the inspection, the inspector spoke with: the Administrator, Director of Care, several registered and non registered nursing staff, a maintenance worker and several residents.</p> <p>During the course of the inspection, the inspector: reviewed the chart of one former resident, toured resident areas on the 1<sup>st</sup> floor and the lower level, checked security systems on 1<sup>st</sup> floor and lower level doors.</p> <p>The following Inspection Protocols were used in part or in whole during this inspection: Accommodation Services-Housekeeping; Personal Support Services; Ad Hoc notes.</p> <p>Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p>1 WN 3 CO: CO # 001, 002, 003</p> <p>Door security issues were identified during this inspection, which were not related to the complaint issues.</p>		



**NON-COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

WN – Written Notifications/Avis écrit  
VPC – Voluntary Plan of Correction/Plan de redressement volontaire  
DR – Director Referral/Régisseur envoyé  
CO – Compliance Order/Ordres de conformité  
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:

1. All doors leading to stairways and the outside of the home must be,
  - i. kept closed and locked,
  - ii. equipped with a door access control system that is kept on at all times, and
  - iii. equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and
    - A. is connected to the resident-staff communication and response system, or
    - B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.

**Findings:**

1. 11 of the observed doors leading to stairways and the outside of the home were closed but not locked:
  - 1 of the 2 double main entrance doors facing King Street East at the front of the long-term care home, 1<sup>st</sup> floor was not locked. 1 of the 2 doors was equipped with a magnetic lock.
  - 1 lower level door leading from the corridor to the adjoining retirement home was not locked.
  - 5 lower level doors leading from the corridor into stairways were not locked.
  - 4 1<sup>st</sup> floor doors leading from the corridor into stairways were not locked.
2. 11 of the observed doors leading to stairways and the outside of the home were not equipped with a door access control system:
  - 1 of the 2 double main entrance doors facing King Street East at the front of the long-term care home, 1<sup>st</sup> floor.
  - 1 lower level door leading from the corridor to the adjoining retirement home.
  - 5 lower level doors leading from the corridor into stairways.
  - 4 1<sup>st</sup> floor doors leading from the corridor into stairways.
3. 8 of the observed doors leading to stairways and the outside of the home were not equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and is connected to the resident-staff communication and response system, or is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door:



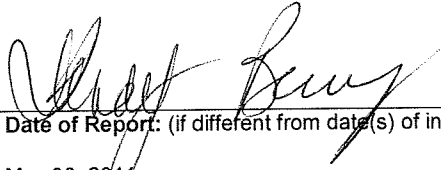
- 5 lower level doors leading from the corridor into stairways
- 1<sup>st</sup> floor door leading from the corridor into a stairway in the vicinity of the main entrance lobby (the door is equipped with a magnetic lock and a keypad)
- 1<sup>st</sup> floor double main entrance doors facing King Street East at the front of the long-term care home
- Some of the alarms that are provided on doors to stairways and the outside are connected to an audio visual enunciator that is not connected to the nurses station nearest to the door. An audio visual enunciator for some of the doors is provided at a 1<sup>st</sup> floor reception desk within the main entrance lobby.

4. Not all doors leading to stairways and the outside of the Long term care home were checked during this inspection.

Inspector ID #: 102

**Additional Required Actions**

CO # - 001, 002, and 003 will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

<p>Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné</p>	<p>Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.</p> 
<p>Title:</p>	<p>Date: <span style="margin-left: 150px;">Date of Report: (if different from date(s) of inspection).</span> May 30, 2011</p>



**Ministry of Health and Long-Term Care**  
 Health System Accountability and Performance Division  
 Performance Improvement and Compliance Branch

**Ministère de la Santé et des Soins de longue durée**  
 Division de la responsabilisation et de la performance du système de santé  
 Direction de l'amélioration de la performance et de la conformité

## Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the  
*Long-Term Care Homes Act, 2007, S.O. 2007, c.8*

	Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Name of Inspector:</b>	Wendy Berry	<b>Inspector ID #</b> 102
<b>Log #:</b>	O-000122-2011	
<b>Inspection Report #:</b>	2011_102_2605_18May105135	
<b>Type of Inspection:</b>	Complaint	
<b>Date of Inspection:</b>	May 18, 19, 2011	
<b>Licensee:</b>	Glen Hill Terrace Christian Homes Inc. 200 Glen Hill Drive South Whitby, Ontario L1N 9W2 Fax # 905 430 1741	
<b>LTC Home:</b>	Strathaven Lifecare Centre 264 King Street East Bowmanville, Ontario L1C 1P9 fax # 905 623 1374	
<b>Name of Administrator:</b>	Patrick Brown	

To Glen Hill Terrace Christian Homes Inc., you are hereby required to comply with the following order(s) by the date(s) set out below:

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order, Section 153 (1)(a)
<b>Pursuant to:</b> O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:			
1. All doors leading to stairways and the outside of the home must be, <ul style="list-style-type: none"> <li>i. kept closed and locked</li> </ul>			
<b>Order:</b> All doors leading to stairways and to the outside of the long-term care home shall be kept closed and locked.			
<b>Grounds:</b>			
1. 11 of the observed doors leading to stairways and the outside of the home were closed but not locked: <ul style="list-style-type: none"> <li>• 1 of the 2 double main entrance doors facing King Street East at the front of the long-term care home, 1<sup>st</sup> floor was not locked. 1 of the 2 doors was equipped with a magnetic lock.</li> <li>• 1 lower level door leading from the corridor to the adjoining retirement home was not locked.</li> </ul>			



**Ministry of Health and Long-Term Care**  
 Health System Accountability and Performance Division  
 Performance Improvement and Compliance Branch

**Ministère de la Santé et des Soins de longue durée**  
 Division de la responsabilisation et de la performance du système de santé  
 Direction de l'amélioration de la performance et de la conformité

<ul style="list-style-type: none"> <li>• 5 lower level doors leading from the corridor into stairways were not locked.</li> <li>• 4 1<sup>st</sup> floor doors leading from the corridor into stairways were not locked.</li> </ul> <p>2. Not all doors leading to stairways and the outside of the Long term care home were checked during this inspection.</p>
<b>This order must be complied with by:</b> December 01, 2011

<b>Order #:</b> 002	<b>Order Type:</b> . Compliance Order, Section 153 (1)(a)
<b>Pursuant to:</b> O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with: <ol style="list-style-type: none"> <li>1. All doors leading to stairways and the outside of the home must be,             <ol style="list-style-type: none"> <li>ii. equipped with a door access control system that is kept on at all times</li> </ol> </li> </ol>	
<b>Order:</b> All doors leading to stairways and to the outside of the long-term care home are to be equipped with a door access control system that is to be kept on at all times.	
<b>Grounds:</b> <ol style="list-style-type: none"> <li>1. 11 of the observed doors leading to stairways and the outside of the home were not equipped with a door access control system:             <ul style="list-style-type: none"> <li>• 1 of the 2 double main entrance doors facing King Street East at the front of the long-term care home, 1<sup>st</sup> floor.</li> <li>• 1 lower level door leading from the corridor to the adjoining retirement home.</li> <li>• 5 lower level doors leading from the corridor into stairways.</li> <li>• 4 1<sup>st</sup> floor doors leading from the corridor into stairways.</li> </ul> </li> <li>2. Not all doors leading to stairways and the outside of the Long term care home were checked during this inspection.</li> </ol>	
<b>This order must be complied with by:</b> December 01, 2011	

<b>Order #:</b> 003	<b>Order Type:</b> Compliance Order, Section 153 (1)(a)
<b>Pursuant to:</b> O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with: <ol style="list-style-type: none"> <li>1. All doors leading to stairways and the outside of the home must be,             <ol style="list-style-type: none"> <li>iii. equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and                 <ol style="list-style-type: none"> <li>A. is connected to the resident-staff communication and response system, or</li> <li>B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.</li> </ol> </li> </ol> </li> </ol>	



**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

**Ministère de la Santé et des Soins de longue durée**  
Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

**Order:** All doors leading to stairways and to the outside of the long-term care home must be equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and be connected to the resident-staff communication and response system, or be connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.

**Grounds:**

1. 8 of the observed doors leading to stairways and the outside of the home were not equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and is connected to the resident-staff communication and response system, or is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door:
  - 5 lower level doors leading from the corridor into stairways
  - 1<sup>st</sup> floor door leading from the corridor into a stairway in the vicinity of the main entrance lobby (the door is equipped with a magnetic lock and a keypad)
  - 1<sup>st</sup> floor double main entrance doors facing King Street East at the front of the long-term care home
  - Some of the alarms that are provided on doors to stairways and the outside are connected to an audio visual enunciator that is not connected to the nurses station nearest to the door. An audio visual enunciator for some of the doors is provided at a 1<sup>st</sup> floor reception desk within the main entrance lobby.
  
2. Not all doors leading to stairways and the outside of the Long term care home were checked during this inspection

<b>This order must be complied with by:</b>	December 01, 2011
---	-------------------

**REVIEW/APPEAL INFORMATION**

**TAKE NOTICE:**

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

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 was served on the Licensee.

The written request for review must include,

- (a) the portions of the order 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 or by fax upon:

**Director**  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Ave. West  
Suite 800, 8<sup>th</sup> floor  
Toronto, ON M4V 2Y2



**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

**Ministère de la Santé et des Soins de longue durée**  
Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.


The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

**Health Services Appeal and Review Board and the**  
Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON  
M5S 2T5

**Director**  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
55 St. Claire Avenue, West  
Suite 800, 8<sup>th</sup> Floor  
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).

Issued on this 6th day of June, 2011.	
Signature of Inspector:	
Name of Inspector:	Wendy Berry
Service Area Office:	Ottawa