



**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**

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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
May 7, 2013	2013_204133_0010	O-001496- 12	Follow up

Licensee/Titulaire de permis

SPECIALTY CARE EAST INC.
400 Applewood Crescent, Suite110, VAUGHAN, ON, L4K-0C3

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

TRILLIUM CENTRE
800 EDGAR STREET, KINGSTON, ON, K7M-8S4

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 a Follow up inspection.

This inspection was conducted on the following date(s): April 10,11,15, 16 - 2013

During the course of the inspection, the inspector(s) spoke with the Administrator, the Maintenance and Building Services Manager, the Director of Support Services, a Maintenance and Building Services Manager from another Specialty Care home, registered and non registered nursing staff, dietary staff, housekeeping staff, residents, a volunteer and some some resident's family members.

During the course of the inspection, the inspector(s) followed up on a Compliance Order issued to the home as a result of the RQI inspection conducted in May and June 2012 that was related to the maintenance of the home. The inspector conducted an inspection of the majority of residents bedrooms and common areas throughout both buildings, and reviewed maintenance related policies.

The following Inspection Protocols were used during this inspection: Accommodation Services - Maintenance

Findings of Non-Compliance were found during this inspection.

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.)

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 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)(b) in that the home, furnishings and equipment are not kept clean and sanitary. The following observations were made over the course of the four day inspection:

Garden Unit:

Den: Lower walls are dirty with what resembles dried spilt liquid of various colours.

Sensory Room: The purple easy chair is dirty with dried patches of light coloured matter. The carpet is stained and dirty under the call bell area with yellowish beige dried patches.

Trellis Café: Lower walls are dirty throughout the smaller room with dried food debris and lower outer cupboards and the wall behind the sink in the larger room are dirty with dried matter. Lower outer dining room doors are dirty with what appears to be dried spilt liquid and dried matter.

Resident washroom in front of nurse station: Lower walls are dirty throughout with dried matter.

Harbour House Unit:

Room 137: Lower washroom walls dirty with dried dark coloured matter.

Fireplace lounge: There are four distinct areas where the carpet is dirty and other smaller areas throughout. Two areas are reddish in colour, one is white/yellowish and the other shiny and colourless.

Cove Café: Lower walls are dirty with dried food debris. In the larger room, the wall below the windows is dirty with dried food debris.

Country House Unit:

Dining room: The lower walls underneath the windows in the larger room is dirty with dried food debris. Lower walls in the smaller room are dirty with dried food debris.

TV room: The carpet near the centre is dirty with dried beige coloured matter. Lower



walls across from the television are dirty with what appears to be dried dark coloured spilt liquid and dried matter (next to the plant).

Room 238: The exhaust fan in the washroom is dirty with a heavy accumulation of dust.

Activity room – The carpet is stained throughout, it is dirty with light coloured dried matter in areas and there is a large pink stain.

Room 225: The exhaust fan in the washroom is dirty with a heavy accumulation of dust.

Room 224: The exhaust fan in the washroom is dirty with a heavy accumulation of dust.

Heritage House Unit:

Memory Room: There are many stained and dirty areas on the carpet. For example, the area in front of the brown leather chair is dirty with dried beige matter as is the area behind the chair and the area in front of the green and yellow striped chair.

Carpet in the hallways in front of the memory room is dirty with what appears to be dried brown liquid.

Clean utility room: The lower outer door is dirty with dried brown spots and dried matter.

Soiled utility room: The exhaust vent above the hopper is very dirty with a heavy accumulation of dust.

Room 218: The wall around the fresh air vent and the ceiling in the area are dirty with blackened areas and spots.

Room 206: The lower washroom wall, in the area of the toilet paper dispenser, is dirty with dried brown matter.

Room 205: The lower wall at entrance of the room, left side, is dirty with dried



brownish beige matter.

Heritage Unit Dining Room: The lower walls and cupboard doors throughout are dirty with dried matter. Vent grates are dirty with heavy accumulation of dust. Some dining room chairs were noted to be stained and dirty with dried food matter.

Lower wall between resident bathroom and the resident storage room is dirty with dried matter.

Orchard Unit:

Room 215: The raised toilet seat is dirty with dried feces under the right hand rest and on the outer left hand rest, the seat itself is stained. This was shown to the Director of Support Services during the inspection. The baseboard around the washroom is dirty with dried spots and the lower washroom door dirty with dried greyish spots.

Room 217: The lower outer washroom door is dirty with dried yellowish matter.

Room 210: The lower outer washroom door is dirty as are lower wall in the bedroom (ie next to white table, left of washroom)

Room 209: The inner washroom door is dirty with dried brown spots.

Room 201: The resident's comfortable easy chair is dirty with dried food matter and heavily stained.

Room 287: The inner lower washroom door is dirty with dried dark matter as is wall around toilet paper holder. The resident's right side bed rail is dirty with dried feces in two distinct areas. This was shown to the Director of Support Services during the inspection.

Room 250: The lower inner and outer washroom door and the lower wall at baseboard is dirty with dry greyish spots.

Room 208: The lower wall under the window is dirty with dried brown matter.

Room 225: The wall at bed B comfortable easy chair is dirty with dried matter as is



the top of the baseboard heater. The baseboards are dirty and scuffed.

Room 223: The baseboard at the entrance to the room is dirty and the lower wall near the entrance to the room, at the garbage can is dirty. The baseboard to the right and left of the washroom is dirty and blackened.

Room 219: The outer washroom door is dirty with dried pink and other dark coloured matter. The lower bedroom wall, under the cable outlet, is dirty as well.

Room 215: The lower washroom door is dirty with dried greyish spots and the baseboard around the washroom is also dirty with dried spots.

Room 211: The baseboard and lower walls to left of the washroom is dirty with dried spills and blackened with scuff marks.

Room 209: The inner washroom door is dirty with dried brown spots.

Room 203: The lower inner washroom door and baseboards and lower walls are dirty with dried brown spots and light grey spots. The outer washroom door is dirty with light grey spots, baseboards around the entrance of the room are dirty and blackened with scuff marks.

Sunshine Café – orchard unit dining room: Lower walls and baseboards are dirty with dried spills and food. The cover of the incremental unit at table #2 is dirty with dark spots. The ceiling in the area of table #2 ,#3 and #11 is dirty with dried dark brown and lighter brown spots.

Cottage Unit:

Room 222: The lower washroom wall around the toilet paper dispenser is dirty with dried brown spots. The baseboard to the left and right of the washroom door is dirty with dark spots as is the lower wall to the right of the washroom door.

Room 231: The raised toilet seat is dirty with dried feces under the seat, (along the bar under the seat). The lower washroom door and walls are notably dirty with dried spots of varying colours.



Room 218: The lower outer washroom door is dirty with dried brownish and yellowish spots, as is the wall and baseboard to left of door. The lower inner washroom door and walls are very dirty with brownish and beige coloured spots. The outer surface of the washroom garbage can is dirty with dried pink spots. The lower wall across from the washroom, next to wooden table, is dirty with dried pink spots. The baseboards are stained and dirty.

Room 220: The baseboard under the window is dirty with dried brown spots.

Room 224: The wall to the left of bed B is dirty with dried dark spots.

Room 226: The lower outer washroom door and baseboard to left of the door is dirty with dried grey spots. The lower wall and baseboard to right of the washroom door is dirty with dried brownish yellowish spots.

Room 230: The washroom baseboard is stained and dirty, the wall around the washroom is also dirty.

Room 235: The lower washroom door is dirty with dried yellowish brown matter. The lower washroom walls are dirty, dried beige coloured matter noted under towel bar

Cottage Unit Dining Room: The lower cupboards and lower outer fridge are dirty with dried pink and yellow matter. The wall behind the steam table is dirty with dried matter as is the baseboard. Lower walls, incremental units, and baseboards around the dining room are dirty with dried spots of various colour.

Lake Unit:

Room 232: The baseboard around the toilet and the entire washroom is very stained and dirty. The lower washroom door is dirty. The baseboard all around the room is stained and dirty.

Room 240: The baseboard and lower wall around the floor fan are dirty with dried matter.

Room 279: The washroom floor is darkly stained throughout. The baseboard in the bedroom is stained and dirty. The lower outer washroom door is dirty with dried spots



and very scuffed. The lower wall to the left of the washroom door is dirty with dried brown matter.

Room 277: The baseboard and lower wall around the washroom is dirty with greyish spots.

Room 275: The wall across from the bed is dirty with dried matter.

Room 255: The baseboard is stained and dirty.

Room 253: The lower washroom wall at the toilet is dirty with dried matter and debris. The washroom baseboard is stained and dirty. The lower washroom wall to left of the door is dirty. [s. 15. (2) (a)]

2. The licensee has failed to comply with LTCHA 2007 S.O., c.8, s.15(2)(c) in that the home, furnishings and equipment are not maintained in a safe condition and in a good state of repair. The following observations were made over the course of the four day inspection and represent a widespread failure of the maintenance program, some of which constitutes potential risk related to infection prevention and control and resident safety:

Garden Unit:

Trellis Café: The drywall in corners in the smaller room has been damaged and metal strapping is exposed and paint has been scraped off a large area (Left corner). There is a strip of dirty and heavily worn duct tape along a floor seam at the entrance to the small dining room, it is split and lifted in the centre, exposing an open area beneath. There is a smaller strip of dirty and heavily worn duct tape on the floor in front of the main doors, the middle area is depressed. The flooring in this area is heavily gouged. There are several strips of dirty and heavily worn duct tape along a floor seam in the area of the patio door.

Den: In the washroom, there are two holes in the wall where the toilet paper dispenser used to be. It has been moved slightly, to the right, but the wall has not been repaired. The paint has been scraped off the wall in areas underneath the window and the wall across from the windows, next to the floral patterned couch is also scraped and gouged and corner drywall has been chipped away to expose metal strapping.



Sensory Room: The wall is gouged at mid-level in several areas in this room.

Room 114: The lower wall under window is gouged and large areas of paint have been scraped away. A hole in the wall in this area was patched with a mesh, yet the drywall patch is crumbling.

Room 113: The toilet paper dispenser in the washroom has been moved. There is a hole in the wall where one of the brackets used to be, and the other bracket remains in place. It is a metal bracket and the edges are sharp, which could present a safety risk to the resident if they grazed it with bare skin. The floor in this bedroom has been gouged out in 6 distinct areas, in front of the resident's bedside table.

Room 112: The toilet paper holder is missing from the washroom and the toilet paper is on the sink counter. The corner of the lower wall to the right of the bathroom and in between bed A and B spaces has been damaged, the drywall is crumbling and has broken off, metal strapping beneath is exposed.

Room 111: The lower wall to the right of the washroom has been damaged, the drywall has broken off from the corner and metal strapping beneath is exposed, the wall is gouged around this.

Room 108: The corner of the lower and mid wall to the left of the washroom has been damaged, the drywall has broken off and metal strapping is exposed.

Hallway walls are nicked, gouged, scuffed and scraped throughout the Garden unit

Room 105: The toilet paper holder is missing from this bathroom and the toilet paper is kept on the back of the toilet. As was also noted by inspectors during the RQI inspection (#2012_035124_0018, conducted in May and June 2012), the ceiling above the toilet has yellowish, discoloured ceiling tiles that are sagging. The paint in the upper corner of the washroom is bubbled which appears to be the result of water damage. The corner of the lower wall to the right of the washroom has been damaged, the area is gouged, the drywall has broken off and metal strapping is exposed.

Room 101: The toilet paper holder is missing and the toilet paper is on one of the



dispenser arms.

Room 120: The toilet paper dispenser is missing and 3 rolls of toilet paper are on the back of the toilet. Where the dispenser used to be there is a large hole in the wall where one of the brackets was, the wall is damaged around it, and the other bracket remains in place. It is a metal bracket and the edges are sharp, which could present a safety risk to the resident if they grazed it with bare skin. The corner of the lower wall to the right of the washroom has been damaged, large area of drywall has broken off and crumbled away and metal strapping is exposed.

Room 119: In the washroom, only one arm of the toilet paper dispenser remains and one roll of toilet paper is on it. To the right of this arm, there are three distinct areas of damage to the wall. All appear to be where brackets for a toilet paper dispenser were formerly in place. The wall is peeled and drywall exposed in two of the areas. The corner of the lower wall to the right of the washroom has been damaged, drywall has been broken off, paint is chipped away and metal strapping is exposed.

Resident washroom at the nurse station: The grab bar has been moved and there is a hole in the wall, to the right of the toilet paper dispenser, where the grab bar used to be attached. The ceiling above the toilet has brownish discoloured ceiling tiles that are sagging.

Harbour House Unit:

Room 138: The toilet paper holder is missing in the washroom, a roll of toilet paper was noted on each dispenser arm.

Room 137: The ceiling above the toilet has yellowish discoloured ceiling tiles that are sagging. It is noted that the washroom wall behind and to the left of the toilet are streaked, which appears to be a result of water that ran down the walls and has since dried. At bed B, the corner of the lower wall at the resident's cupboard has been damaged, the wall is deeply gouged, paint has been scraped away, and drywall has broken off to expose metal strapping.

Ceiling tile in the hallway in front of the janitors room is stained dark brown.

Room 128: The corner of the lower wall to the left of the washroom has been



damaged, the drywall has broken away and metal strapping beneath is exposed.

Room 127: The ceiling above the toilet has a yellow discoloured ceiling tile. The corner of the lower and mid wall to the right of the washroom has been damaged, as is the lower wall around the corner. The lower wall is very deeply gouged through, the baseboard is detached from the corner, paint is scraped away and drywall has been broken away to expose the metal strapping beneath it.

Room 125: The ceiling above the toilet has two yellow/brown discoloured ceiling tiles.

The hand rail that leads down from the dining room hallway to the resident rooms is missing the corner piece. The end is covered with dirty worn duct tape.

Cove Café: Lower walls in the smaller room are chipped, gouged and areas of paint have been scraped away.

Country House unit:

Dining Room: Towards the centre of the larger room there is a strip of heavily worn duct tape along a floor seam. The duct tape is worn away in the middle and a small section of the floor beneath appears to have been ripped up. The ceiling in the centre of the room is stained yellow and is bubbled. The lower wall in the smaller room is heavily gouged and scraped along one side.

Room 240: The lower and mid wall to the right of the washroom has been damaged. The drywall has been broken away and the metal strapping beneath is exposed.

Hallway ceiling outside of room 237 and the TV room has two stained (yellow/brown) ceiling tiles.

Room 236: The lower wall to the right of the washroom is damaged, the wall is gouged and the drywall has been broken off from the corner so the metal strapping beneath is exposed.

Room 235: The lower wall and corner of wall to the left of bed A, at the closet, has been damaged. It is heavily gouged and the drywall has been broken off from the corner so the metal strapping beneath is exposed. The lower right and left entrance



walls are gouged and chipped.

Room 232: The laminate finish on the outer edge of the sink counter top is missing, exposing the particle board beneath which cannot be effectively cleaned and disinfected as it is absorbent. The lower wall to the right of the washroom has been damaged, the wall is gouged and drywall has been broken off from the corner so the metal strapping beneath is exposed. The lower wall to the left of the closet is in the same condition.

Room 230: The lower wall to the left of the washroom is gouged and there is some damage to the drywall at the corner

Room 227: The lower mid left entrance wall is very deeply gouged along two distinct lines. The lower wall to the right of the washroom is damaged, the wall is deeply gouged and drywall has been broken off from the corner so the metal strapping is exposed.

Room 225: The lower wall to the right of the washroom and to the left of the closet have been damaged. The drywall has been broken from the corners so the metal strapping beneath is exposed. The lower wall in the bathroom is gouged and the paint has been scraped away and is peeling around the edge of this area.

Hallway walls throughout the unit are gouged and drywall at corners damaged – for example at rooms 230,231,232,233, at corner of soiled utility room

Activity room: There is a ceiling tile which is very heavily stained in a corner of the room. It is stained brown, and dark coloured dried drips can be noted on the upper wall adjacent to this ceiling tile. There is another stained ceiling tile in the other corner of this room.

Heritage House unit:

Memory Room: Five stained (brown) ceiling tiles noted in this room.

Room 203: The ceiling above the toilet has a yellow discoloured ceiling tile. The lower wall to the right of the washroom has been damaged, drywall has been broken off of the corner area and metal strapping beneath is exposed.



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Room 202: The lower wall to the right of the washroom is gouged and some drywall has been broken away from the corner, exposing the metal beneath.

Room 220: The lower wall to the right of the washroom has been damaged, drywall has broken away from the corner and the metal beneath is exposed.

Hallway walls to the left of the utility room are gouged and the lower wall across from the utility room is deeply gouged.

Room 218: The wall around the fresh air vent and the ceiling in the area are dirty with blackened areas and spots.

Room 216: The lower wall to the right of the washroom has been damaged, drywall has broken away from the corner and the metal beneath is exposed.

Room 206: The lower washroom wall at the toilet paper dispenser is gouged as is the corner to the left of the toilet paper dispenser. The ceiling at the foot of bed A is stained yellow around the outer edge with some pink and black in the centre. The centre of the stained area has cracked open.

Room 205: The headboard for bed A is damaged. There are four distinct areas where the laminate finish has been chipped off and the particle board beneath is gouged, one area is gouged very deeply and the particle board is rough to the touch and crumbly. The lower wall to the right of the washroom and lower wall to right of closet have been damaged, the lower area is gouged and drywall has broken off from the corner, metal beneath is exposed.

Room 204: The upper wall to the right of the closet has been damaged, the area is deeply gouged and drywall has been broken off from the corner, exposing metal strapping beneath it.

Lower hallway wall across the dining room has been damaged, there are gouged areas and the drywall has been broken off the corner, exposing the metal strapping beneath it.

Heritage Dining Room : In the smaller room, the lower walls have been damaged,



drywall has broken off from one corner and exposed the metal strapping beneath and the wall is gouged all around this corner. On the other side of the room, the lower wall is gouged, exposing other paint colours beneath and areas of bare drywall. The ceiling in the larger room is damaged in three distinct areas. The ceiling to the left of the fridge is sagging and pock marked. The ceiling above table #4 has crumbled and this damage is linked with the damaged area above table #7, where the ceiling has also crumbled one can see through the bulkhead. A square hole has been cut in the lower wall at table #5 and the drywall patch rests within the space. A ceiling tile is missing from the area at the heating surface. As well, two drawers were noted in the dining room where the laminate surface is peeling off.

Trillium Court Main – The ceiling above the toilets in the female visitors' washroom has a brown discoloured ceiling tile.

Orchard Unit:

Room 287: There is a long deep hole in the wall under the call bell console and the wall is deeply gouged above it.

Fireplace lounge – There is a large deep hole in the upper wall behind door

Activity Room: The walls are gouged in several areas (i.e at call bell console, at whiteboard). The laminate finish along the left side edge of the sink countertop has broken off and what remains hangs on loosely. The sink counter top itself is not attached to the wall behind it, it appears that the sink plumbing is what holds the counter top in place.

Nurse station: The laminate finish along the front edge of the long white table within the nurse station has been peeled away, exposing the particle board beneath which cannot be properly cleaned and disinfected as it is absorbent. As well, the laminate finish along the left side of the drawers next to this table is peeling or has been peeled away. A long strip of finish along the front edge of the computer desk (left of computer) and at the left edge of the desk is missing. The finish on the outer desk is chipped away in several areas.

Room 202: The lower wall to the right of the washroom is damaged, the corner drywall is crumbling.



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Room 204: The surface of the resident's bedside table is in poor repair. The laminate finish along the front edge has cracked and the particle board beneath has swelled. This prevents effective cleaning and disinfection as the particle board is absorbent.

Room 206: The surface of the resident's bedside table is in poor repair. The laminate finish along the front edge has cracked and the particle board beneath has swelled. This prevents effective cleaning and disinfection as the particle board is absorbent

Room 210: Paint has been scraped away from the inner lower washroom door to expose the wood beneath and paint has been scraped away from the inner lower washroom door frame to expose the metal beneath.

Room 212: Paint has been scraped away from the inner lower washroom door to expose the wood beneath and paint has been scraped away from the inner lower washroom door frame to expose the metal beneath.

Room 216: The cover of the baseboard heater, under the window, is resting on the floor and the sharp metal coils within the heater are exposed. The ceiling, above the sprinkler head at the entrance, is cracked and sagging.

Room 225: The sink in the washroom is rusted all around the drain hole and in four distinct areas within the sink bowl. This prevents effective cleaning and disinfection of the sink.

Room 223: Paint has been scraped away from the inner lower washroom door to expose the wood beneath and paint has been scraped away from the inner lower washroom door frame to expose the metal beneath. The cover of the baseboard heater, under the window, is missing and the sharp metal coils within the baseboard are exposed.

Room 213: The surface of the resident's bedside table is in poor repair. The laminate finish along the front edge has cracked and the particle board beneath is exposed. This prevents effective cleaning and disinfection as the particle board is absorbent.

Room 211: The porcelain surface of the sink has worn away in three distinct areas within the sink bowl. This prevents proper cleaning and disinfection of the sink.



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Room 209: Paint on the lower washroom door has been scraped away to expose the wood underneath.

Room 201: The wall behind the comfortable easy chair is deeply gouged and there is also a small hole in the drywall. Paint has been scraped away from the inner lower washroom door to expose the wood beneath and paint has been scraped away from the inner lower washroom door frame to expose the metal beneath. The surface of the resident's bedside table is in poor repair. The laminate finish along the front edge has cracked and the particle board beneath is exposed. This prevents effective cleaning and disinfection as the particle board is absorbent

Sunshine Café – orchard unit dining room: At table #4, the cover of the incremental unit is not attached properly and it leans outwards. The edge is sharp and this could be a safety risk to the residents who may pass by the area. The Maintenance & Building Services manager was informed of this by the inspector. A volunteer working in the dining room told the inspector it had been in such a condition for several months. The cover of the incremental unit closest to table #2 is also not attached properly and leans outwards. The lower wall at table #3 has been damaged, the drywall has broken off from the corner and the metal strapping beneath is exposed. Paint along the wall at table #3 has been scraped away to the right and left of the table.

Hallway chair at the elevator: The pink sitting chair has been damaged. The front lower edge of the seat cushion is ripped along the length and it is rough to the touch.

Cottage Unit:

Room 222: The toilet paper holder is missing and the toilet paper is on the floor. The left arm of the dispenser remains in the wall, the right one is missing. The bracket for the right arm remains in the wall and it has sharp edges which could present a safety risk to the residents if they grazed against it with bare skin. The seat of the comfortable easy chair at the foot of Bed A has been damaged. The front of the seat cushion has been ripped or torn along the length, exposing the inner foam, and this prevents effective cleaning and disinfection as the inner foam is absorbent.

Room 231: The ceiling light at the foot of bed B is burnt out. The resident's relative



told the inspector that they visit once a week and this light had been burnt out for at least 3 weeks. When asked if they had reported this, they told the inspector that they had reported it to nursing staff but were unsure to whom. The Maintenance & Building Services Manager was informed of this by the inspector. Paint has been scraped away from the lower inner washroom door, exposing gouged wood beneath. The porcelain finish is worn away from a large area within the toilet bowl.

Room 220: The surface of the table at the foot of bed A is in poor repair. The laminate finish along the front edge and sides has cracked and the particle board beneath is exposed. This prevents effective cleaning and disinfection as the particle board is absorbent.

Room 224: There are two holes in the wall to the left of bed B.

Room 226: The inner lower washroom door has been gouged to expose the wood in several areas and the door frame paint has been extensively scraped to expose the metal beneath.

Room 230: The toilet paper holder is missing, the toilet paper is on the back of the toilet. The toilet seat is not secured in place, the screw to hold it in place is behind the toilet seat. The inner lower washroom door and frame are scraped and gouged. The paint on lower wall across from bed A is scraped and gouged. The lower wall to the left of the washroom is damaged, the drywall has broken off and is crumbling.

Room 245: The outer laminate surface along the front edge of the residents bedside table is damaged, the particle board beneath is exposed. This prevents effective cleaning and disinfection as particle board is absorbent.

Room 235: The lower wall to the left of the washroom door is damaged, it is scraped and gouged with paint peeling and drywall has broken away from the corner. The outer edge of the sink is rusty which prevents effective cleaning and disinfection.

Lake Unit:

Room 232: The paint on lower inner washroom door has been scraped and the gouged wood beneath is exposed. The paint on the lower inner washroom door frame has been scraped away to expose the metal beneath. The laminate surface of the



bedside table at bed A has been damaged along the front and sides, exposing the particle board beneath. This prevents effective cleaning and disinfection as particle board is absorbent.

Room 246: The lower inner washroom door is deeply gouged exposing splintered wood at the base. The outer lower washroom door is gouged and scraped.

Room 279: There are three strips of duct tape on the floor seam at the entrance to the washroom. The flooring underneath it is cracked and damaged, the wooden sub floor exposed. A large patch of paint has been scraped away from the lower wall across from the bed to expose gouged drywall. Paint has been scraped off from the lower wall corners to the left and right of the washroom door, drywall is exposed.

Room 275: There is a hole in wall next to bed and the damaged drywall hangs on loosely.

Room 265: The lower inner door is scraped and gouged to expose the wood beneath and the door frame is scraped to expose the metal beneath. The paint on the lower wall to the right of the inner washroom door is scraped away to expose the drywall. The lower outer washroom door and wall to the right and left are scraped and gouged.

Room 259: The lower wall to the right of the washroom is damaged, the drywall is crumbling from the corner and there is a hole.

Room 257: The lower wall to left of washroom is damaged, the drywall is gouged and the paint is peeling.

Room 255: The inner lower washroom door is deeply gouged exposing the wood beneath, the paint on the door frame is heavily scraped to expose the metal beneath. The lower inner washroom wall to the right of the door is gouged and the paint is peeling.

Room 253: The lower washroom wall to the left of the door is deeply gouged and paint is peeling around it. The lower washroom door is gouged, wood beneath is exposed. The paint on the lower door frame has been scraped away to expose the metal beneath.

The upper wall across from the nurse station has several holes in it where a fan used



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to be [s. 15. (2) (c)]

Additional Required Actions:

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

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 that the home, furnishings and equipment are kept clean and sanitary, to be implemented voluntarily.

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 17.
Communication and response system**

Specifically failed to comply with the following:

s. 17. (1) Every licensee of a long-term care home shall ensure that the home is equipped with a resident-staff communication and response system that,
(a) can be easily seen, accessed and used by residents, staff and visitors at all times; O. Reg. 79/10, s. 17 (1).

(b) is on at all times; O. Reg. 79/10, s. 17 (1).

(c) allows calls to be cancelled only at the point of activation; O. Reg. 79/10, s. 17 (1).

(d) is available at each bed, toilet, bath and shower location used by residents; O. Reg. 79/10, s. 17 (1).

(e) is available in every area accessible by residents; O. Reg. 79/10, s. 17 (1).

(f) clearly indicates when activated where the signal is coming from; and O. Reg. 79/10, s. 17 (1).

(g) in the case of a system that uses sound to alert staff, is properly calibrated so that the level of sound is audible to staff. O. Reg. 79/10, s. 17 (1).

Findings/Faits saillants :



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1. The licensee has failed to comply with O. Reg 79/10, s.17(1)(e) in that the resident-staff communication and response system is not available in every area accessible by residents.

The inspector noted that in the resident-staff communication and response system is not available in the Orchard House Fireplace Lounge. This area has lounge furniture and a television for the residents use. The doors are always kept open to this room. [s. 17. (1) (e)]

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 that the resident-staff communication and response system is available in every area accessible by residents, specifically in the Orchard House fireplace lounge, to be implemented voluntarily.

Issued on this 7th day of May, 2013

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

Jessica Lapensée



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Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

Public Copy/Copie du public

Name of Inspector (ID #) /

Nom de l'inspecteur (No) : JESSICA LAPENSEE (133)

Inspection No. /

No de l'inspection : 2013_204133_0010

Log No. /

Registre no: O-001496-12

Type of Inspection /

Genre d'inspection: Follow up

Report Date(s) /

Date(s) du Rapport : May 7, 2013

Licensee /

Titulaire de permis : SPECIALTY CARE EAST INC.
400 Applewood Crescent, Suite 110, VAUGHAN, ON,
L4K-0C3

LTC Home /

Foyer de SLD : TRILLIUM CENTRE
800 EDGAR STREET, KINGSTON, ON, K7M-8S4

Name of Administrator /

Nom de l'administratrice

ou de l'administrateur : ~~JENNIFER POWLEY~~ DAWN BLACK

To SPECIALTY CARE EAST INC., you are hereby required to comply with the following order(s) by the date(s) set out below:



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Order # /
Ordre no : 001 **Order Type /**
Genre d'ordre : Compliance Orders, s. 153. (1) (a)

Linked to Existing Order /
Lien vers ordre existant: 2012_035124_0018, CO #001;

Pursuant to / Aux termes de :

LTCHA, 2007 S.O. 2007, c.8, 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;
(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and
(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).

Order / Ordre :

The licensee will ensure that the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. The licensee must correct the extensive list of items identified in the grounds which support this Compliance Order. The licensee must develop and implement an effective system of ongoing auditing of the two buildings and their contents, and will ensure that all maintenance issues identified by this auditing system are corrected promptly. The licensee must ensure that the maintenance program is organized and sufficient to meet the overall maintenance needs of the home.

Grounds / Motifs :

1. The licensee has failed to comply with LTCHA 2007 S.O., c.8, s.15(2)(c) in that the home, furnishings and equipment are not maintained in a safe condition and in a good state of repair. The following observations were made over the course of the four day inspection and represent a widespread failure of the maintenance program, some of which constitutes potential risk related to infection prevention and control and resident safety:

Garden Unit:

Trellis Café: The drywall in corners in the smaller room has been damaged and metal strapping is exposed and paint has been scraped off a large area (Left



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corner). There is a strip of dirty and heavily worn duct tape along a floor seam at the entrance to the small dining room, it is split and lifted in the centre, exposing an open area beneath. There is a smaller strip of dirty and heavily worn duct tape on the floor in front of the main doors, the middle area is depressed. The flooring in this area is heavily gouged. There are several strips of dirty and heavily worn duct tape along a floor seam in the area of the patio door.

Den: In the washroom, there are two holes in the wall where the toilet paper dispenser used to be. It has been moved slightly, to the right, but the wall has not been repaired. The paint has been scraped off the wall in areas underneath the window and the wall across from the windows, next to the floral patterned couch is also scraped and gouged and corner drywall has been chipped away to expose metal strapping.

Sensory Room: The wall is gouged at mid-level in several areas in this room.

Room 114: The lower wall under window is gouged and large areas of paint have been scraped away. A hole in the wall in this area was patched with a mesh, yet the drywall patch is crumbling.

Room 113: The toilet paper dispenser in the washroom has been moved. There is a hole in the wall where one of the brackets used to be, and the other bracket remains in place. It is a metal bracket and the edges are sharp, which could present a safety risk to the resident if they grazed it with bare skin. The floor in this bedroom has been gouged out in 6 distinct areas, in front of the resident's bedside table.

Room 112: The toilet paper holder is missing from the washroom and the toilet paper is on the sink counter. The corner of the lower wall to the right of the bathroom and in between bed A and B spaces has been damaged, the drywall is crumbling and has broken off, metal strapping beneath is exposed.

Room 111: The lower wall to the right of the washroom has been damaged, the drywall has broken off from the corner and metal strapping beneath is exposed, the wall is gouged around this.

Room 108: The corner of the lower and mid wall to the left of the washroom has



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been damaged, the drywall has broken off and metal strapping is exposed.

Hallway walls are nicked, gouged, scuffed and scraped throughout the Garden unit

Room 105: The toilet paper holder is missing from this bathroom and the toilet paper is kept on the back of the toilet. As was also noted by inspectors during the RQI inspection (#2012_035124_0018, conducted in May and June 2012), the ceiling above the toilet has yellowish, discoloured ceiling tiles that are sagging. The paint in the upper corner of the washroom is bubbled which appears to be the result of water damage. The corner of the lower wall to the right of the washroom has been damaged, the area is gouged, the drywall has broken off and metal strapping is exposed.

Room 101: The toilet paper holder is missing and the toilet paper is on one of the dispenser arms.

Room 120: The toilet paper dispenser is missing and 3 rolls of toilet paper are on the back of the toilet. Where the dispenser used to be there is a large hole in the wall where one of the brackets was, the wall is damaged around it, and the other bracket remains in place. It is a metal bracket and the edges are sharp, which could present a safety risk to the resident if they grazed it with bare skin. The corner of the lower wall to the right of the washroom has been damaged, large area of drywall has broken off and crumbled away and metal strapping is exposed.

Room 119: In the washroom, only one arm of the toilet paper dispenser remains and one roll of toilet paper is on it. To the right of this arm, there are three distinct areas of damage to the wall. All appear to be where brackets for a toilet paper dispenser were formerly in place. The wall is peeled and drywall exposed in two of the areas. The corner of the lower wall to the right of the washroom has been damaged, drywall has been broken off, paint is chipped away and metal strapping is exposed.

Resident washroom at the nurse station: The grab bar has been moved and there is a hole in the wall, to the right of the toilet paper dispenser, where the grab bar used to be attached. The ceiling above the toilet has brownish discoloured ceiling tiles that are sagging.



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Harbour House Unit:

Room 138: The toilet paper holder is missing in the washroom, a roll of toilet paper was noted on each dispenser arm.

Room 137: The ceiling above the toilet has yellowish discoloured ceiling tiles that are sagging. It is noted that the washroom wall behind and to the left of the toilet are streaked, which appears to be a result of water that ran down the walls and has since dried. At bed B, the corner of the lower wall at the resident's cupboard has been damaged, the wall is deeply gouged, paint has been scraped away, and drywall has broken off to expose metal strapping.

Ceiling tile in the hallway in front of the janitors room is stained dark brown.

Room 128: The corner of the lower wall to the left of the washroom has been damaged, the drywall has broken away and metal strapping beneath is exposed.

Room 127: The ceiling above the toilet has a yellow discoloured ceiling tile. The corner of the lower and mid wall to the right of the washroom has been damaged, as is the lower wall around the corner. The lower wall is very deeply gouged through, the baseboard is detached from the corner, paint is scraped away and drywall has been broken away to expose the metal strapping beneath it.

Room 125: The ceiling above the toilet has two yellow/brown discoloured ceiling tiles.

The hand rail that leads down from the dining room hallway to the resident rooms is missing the corner piece. The end is covered with dirty worn duct tape.

Cove Café: Lower walls in the smaller room are chipped, gouged and areas of paint have been scraped away.

Country House unit:

Dining Room: Towards the centre of the larger room there is a strip of heavily worn duct tape along a floor seam. The duct tape is worn away in the middle



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and a small section of the floor beneath appears to have been ripped up . The ceiling in the centre of the room is stained yellow and is bubbled. The lower wall in the smaller room is heavily gouged and scraped along one side.

Room 240: The lower and mid wall to the right of the washroom has been damaged. The drywall has been broken away and the metal strapping beneath is exposed.

Hallway ceiling outside of room 237 and the TV room has two stained (yellow/brown) ceiling tiles.

Room 236: The lower wall to the right of the washroom is damaged, the wall is gouged and the drywall has been broken off from the corner so the metal strapping beneath is exposed.

Room 235: The lower wall and corner of wall to the left of bed A, at the closet, has been damaged. It is heavily gouged and the drywall has been broken off from the corner so the metal strapping beneath is exposed. The lower right and left entrance walls are gouged and chipped.

Room 232: The laminate finish on the outer edge of the sink counter top is missing, exposing the particle board beneath which cannot be effectively cleaned and disinfected as it is absorbent. The lower wall to the right of the washroom has been damaged, the wall is gouged and drywall has been broken off from the corner so the metal strapping beneath is exposed. The lower wall to the left of the closet is in the same condition.

Room 230: The lower wall to the left of the washroom is gouged and there is some damage to the drywall at the corner

Room 227: The lower mid left entrance wall is very deeply gouged along two distinct lines. The lower wall to the right of the washroom is damaged, the wall is deeply gouged and drywall has been broken off from the corner so the metal strapping is exposed.

Room 225: The lower wall to the right of the washroom and to the left of the closet have been damaged. The drywall has been broken from the corners so the metal strapping beneath is exposed. The lower wall in the bathroom is



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gouged and the paint has been scraped away and is peeling around the edge of this area.

Hallway walls throughout the unit are gouged and drywall at corners damaged – for example at rooms 230,231,232,233, at corner of soiled utility room

Activity room: There is a ceiling tile which is very heavily stained in a corner of the room. It is stained brown, and dark coloured dried drips can be noted on the upper wall adjacent to this ceiling tile. There is another stained ceiling tile in the other corner of this room.

Heritage House unit:

Memory Room: Five stained (brown) ceiling tiles noted in this room.

Room 203: The ceiling above the toilet has a yellow discoloured ceiling tile. The lower wall to the right of the washroom has been damaged, drywall has been broken off of the corner area and metal strapping beneath is exposed.

Room 202: The lower wall to the right of the washroom is gouged and some drywall has been broken away from the corner, exposing the metal beneath.

Room 220: The lower wall to the right of the washroom has been damaged, drywall has broken away from the corner and the metal beneath is exposed.

Hallway walls to the left of the utility room are gouged and the lower wall across from the utility room is deeply gouged.

Room 218: The wall around the fresh air vent and the ceiling in the area are dirty with blackened areas and spots.

Room 216: The lower wall to the right of the washroom has been damaged, drywall has broken away from the corner and the metal beneath is exposed.

Room 206: The lower washroom wall at the toilet paper dispenser is gouged as is the corner to the left of the toilet paper dispenser. The ceiling at the foot of bed A is stained yellow around the outer edge with some pink and black in the centre. The centre of the stained area has cracked open.



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Room 205: The headboard for bed A is damaged. There are four distinct areas where the laminate finish has been chipped off and the particle board beneath is gouged, one area is gouged very deeply and the particle board is rough to the touch and crumbly. The lower wall to the right of the washroom and lower wall to right of closet have been damaged, the lower area is gouged and drywall has broken off from the corner, metal beneath is exposed.

Room 204: The upper wall to the right of the closet has been damaged, the area is deeply gouged and drywall has been broken off from the corner, exposing metal strapping beneath it.

Lower hallway wall across the dining room has been damaged, there are gouged areas and the drywall has been broken off the corner, exposing the metal strapping beneath it.

Heritage Dining Room : In the smaller room, the lower walls have been damaged, drywall has broken off from one corner and exposed the metal strapping beneath and the wall is gouged all around this corner. On the other side of the room, the lower wall is gouged, exposing other paint colours beneath and areas of bare drywall. The ceiling in the larger room is damaged in three distinct areas. The ceiling to the left of the fridge is sagging and pock marked. The ceiling above table #4 has crumbled and this damage is linked with the damaged area above table #7, where the ceiling has also crumbled one can see through the bulkhead. A square hole has been cut in the lower wall at table #5 and the drywall patch rests within the space. A ceiling tile is missing from the area at the heating surface. As well, two drawers were noted in the dining room where the laminate surface is peeling off.

Trillium Court Main – The ceiling above the toilets in the female visitors' washroom has a brown discoloured ceiling tile.

Orchard Unit:

Room 287: There is a long deep hole in the wall under the call bell console and the wall is deeply gouged above it.

Fireplace lounge – There is a large deep hole in the upper wall behind door



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Activity Room: The walls are gouged in several areas (i.e at call bell console, at whiteboard). The laminate finish along the left side edge of the sink counter top has broken off and what remains hangs on loosely. The sink counter top itself is not attached to the wall behind it, it appears that the sink plumbing is what holds the counter top in place.

Nurse station: The laminate finish along the front edge of the long white table within the nurse station has been peeled away, exposing the particle board beneath which cannot be properly cleaned and disinfected as it is absorbent. As well, the laminate finish along the left side of the drawers next to this table is peeling or has been peeled away. A long strip of finish along the front edge of the computer desk (left of computer) and at the left edge of the desk is missing. The finish on the outer desk is chipped away in several areas.

Room 202: The lower wall to the right of the washroom is damaged, the corner drywall is crumbling.

Room 204: The surface of the resident's bedside table is in poor repair. The laminate finish along the front edge has cracked and the particle board beneath has swelled. This prevents effective cleaning and disinfection as the particle board is absorbent.

Room 206: The surface of the resident's bedside table is in poor repair. The laminate finish along the front edge has cracked and the particle board beneath has swelled. This prevents effective cleaning and disinfection as the particle board is absorbent

Room 210: Paint has been scraped away from the inner lower washroom door to expose the wood beneath and paint has been scraped away from the inner lower washroom door frame to expose the metal beneath.

Room 212: Paint has been scraped away from the inner lower washroom door to expose the wood beneath and paint has been scraped away from the inner lower washroom door frame to expose the metal beneath.

Room 216: The cover of the baseboard heater, under the window, is resting on the floor and the sharp metal coils within the heater are exposed. The ceiling,



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above the sprinkler head at the entrance, is cracked and sagging.

Room 225: The sink in the washroom is rusted all around the drain hole and in four distinct areas within the sink bowl. This prevents effective cleaning and disinfection of the sink.

Room 223: Paint has been scraped away from the inner lower washroom door to expose the wood beneath and paint has been scraped away from the inner lower washroom door frame to expose the metal beneath. The cover of the baseboard heater, under the window, is missing and the sharp metal coils within the baseboard are exposed.

Room 213: The surface of the resident's bedside table is in poor repair. The laminate finish along the front edge has cracked and the particle board beneath is exposed. This prevents effective cleaning and disinfection as the particle board is absorbent.

Room 211: The porcelain surface of the sink has worn away in three distinct areas within the sink bowl. This prevents proper cleaning and disinfection of the sink.

Room 209: Paint on the lower washroom door has been scraped away to expose the wood underneath.

Room 201: The wall behind the comfortable easy chair is deeply gouged and there is also a small hole in the drywall. Paint has been scraped away from the inner lower washroom door to expose the wood beneath and paint has been scraped away from the inner lower washroom door frame to expose the metal beneath. The surface of the resident's bedside table is in poor repair. The laminate finish along the front edge has cracked and the particle board beneath is exposed. This prevents effective cleaning and disinfection as the particle board is absorbent

Sunshine Café – orchard unit dining room: At table #4, the cover of the incremental unit is not attached properly and it leans outwards. The edge is sharp and this could be a safety risk to the residents who may pass by the area. The Maintenance & Building Services manager was informed of this by the inspector. A volunteer working in the dining room told the inspector it had been



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in such a condition for several months. The cover of the incremental unit closest to table #2 is also not attached properly and leans outwards. The lower wall at table #3 has been damaged, the drywall has broken off from the corner and the metal strapping beneath is exposed. Paint along the wall at table #3 has been scraped away to the right and left of the table.

Hallway chair at the elevator: The pink sitting chair has been damaged. The front lower edge of the seat cushion is ripped along the length and it is rough to the touch.

Cottage Unit:

Room 222: The toilet paper holder is missing and the toilet paper is on the floor. The left arm of the dispenser remains in the wall, the right one is missing. The bracket for the right arm remains in the wall and it has sharp edges which could present a safety risk to the residents if they grazed against it with bare skin. The seat of the comfortable easy chair at the foot of Bed A has been damaged. The front of the seat cushion has been ripped or torn along the length, exposing the inner foam, and this prevents effective cleaning and disinfection as the inner foam is absorbent.

Room 231: The ceiling light at the foot of bed B is burnt out. The resident's relative told the inspector that they visit once a week and this light had been burnt out for at least 3 weeks. When asked if they had reported this, they told the inspector that they had reported it to nursing staff but were unsure to whom. The Maintenance & Building Services Manager was informed of this by the inspector. Paint has been scraped away from the lower inner washroom door, exposing gouged wood beneath. The porcelain finish is worn away from a large area within the toilet bowl.

Room 220: The surface of the table at the foot of bed A is in poor repair. The laminate finish along the front edge and sides has cracked and the particle board beneath is exposed. This prevents effective cleaning and disinfection as the particle board is absorbent.

Room 224: There are two holes in the wall to the left of bed B.

Room 226: The inner lower washroom door has been gouged to expose the



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wood in several areas and the door frame paint has been extensively scraped to expose the metal beneath.

Room 230: The toilet paper holder is missing, the toilet paper is on the back of the toilet. The toilet seat is not secured in place, the screw to hold it in place is behind the toilet seat. The inner lower washroom door and frame are scraped and gouged. The paint on lower wall across from bed A is scraped and gouged. The lower wall to the left of the washroom is damaged, the drywall has broken off and is crumbling.

Room 245: The outer laminate surface along the front edge of the residents bedside table is damaged, the particle board beneath is exposed. This prevents effective cleaning and disinfection as particle board is absorbent.

Room 235: The lower wall to the left of the washroom door is damaged, it is scraped and gouged with paint peeling and drywall has broken away from the corner. The outer edge of the sink is rusty which prevents effective cleaning and disinfection.

Lake Unit:

Room 232: The paint on lower inner washroom door has been scraped and the gouged wood beneath is exposed. The paint on the lower inner washroom door frame has been scraped away to expose the metal beneath. The laminate surface of the bedside table at bed A has been damaged along the front and sides, exposing the particle board beneath. This prevents effective cleaning and disinfection as particle board is absorbent.

Room 246: The lower inner washroom door is deeply gouged exposing splintered wood at the base. The outer lower washroom door is gouged and scraped.

Room 279: There are three strips of duct tape on the floor seam at the entrance to the washroom. The flooring underneath it is cracked and damaged, the wooden sub floor exposed. A large patch of paint has been scraped away from the lower wall across from the bed to expose gouged drywall. Paint has been scraped off from the lower wall corners to the left and right of the washroom door, drywall is exposed.



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Room 275: There is a hole in wall next to bed and the damaged drywall hangs on loosely.

Room 265: The lower inner door is scraped and gouged to expose the wood beneath and the door frame is scraped to expose the metal beneath. The paint on the lower wall to the right of the inner washroom door is scraped away to expose the drywall. The lower outer washroom door and wall to the right and left are scraped and gouged.

Room 259: The lower wall to the right of the washroom is damaged, the drywall is crumbling from the corner and there is a hole.

Room 257: The lower wall to left of washroom is damaged, the drywall is gouged and the paint is peeling.

Room 255: The inner lower washroom door is deeply gouged exposing the wood beneath, the paint on the door frame is heavily scraped to expose the metal beneath. The lower inner washroom wall to the right of the door is gouged and the paint is peeling.

Room 253: The lower washroom wall to the left of the door is deeply gouged and paint is peeling around it. The lower washroom door is gouged, wood beneath is exposed. The paint on the lower door frame has been scraped away to expose the metal beneath. The upper wall across from the nurse station has several holes in it where a fan used to be.

(133)

**This order must be complied with by /
Vous devez vous conformer à cet ordre d'ici le :** Sep 30, 2013



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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 services for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director
c/o Appeals Coordinator
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
TORONTO, ON
M5S-2B1
Fax: 416-327-7603



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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 tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the Director

Attention Registrar
151 Bloor Street West
9th Floor
Toronto, ON M5S 2T5

Director
c/o Appeals Coordinator
Performance Improvement and Compliance
Branch
Ministry of Health and Long-Term Care
1075 Bay Street, 11th Floor
TORONTO, ON
M5S-2B1
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.



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RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL

PRENDRE AVIS

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au:

Directeur
a/s Coordinateur des appels
Direction de l'amélioration de la performance et de la conformité
Ministère de la Santé et des Soins de longue durée
1075, rue Bay, 11^e étage
Ontario, ON
M5S-2B1
Fax: 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.



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En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire
Commission d'appel et de révision
des services de santé
151, rue Bloor Ouest, 9e étage
Toronto (Ontario) M5S 2T5

Directeur
a/s Coordinateur des appels
Direction de l'amélioration de la performance et de la
conformité
Ministère de la Santé et des Soins de longue durée
1075, rue Bay, 11e étage
Ontario, ON
M5S-2B1
Fax: 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au www.hsarb.on.ca.

Issued on this 7th day of May, 2013

**Signature of Inspector /
Signature de l'inspecteur :**

**Name of Inspector /
Nom de l'inspecteur :**

JESSICA LAPENSEE

Service Area Office /

Bureau régional de services : Ottawa Service Area Office