



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

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

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

**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  
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**

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TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
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## **Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Feb 4, 2015	2015_334565_0003	T-601-14	Complaint

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### **Licensee/Titulaire de permis**

TORONTO LONG-TERM CARE HOMES AND SERVICES  
55 JOHN STREET METRO HALL, 11th FLOOR TORONTO ON M5V 3C6

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

TRUE DAVIDSON ACRES  
200 DAWES ROAD TORONTO ON M4C 5M8

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

MATTHEW CHIU (565)

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## **Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): January 19, 20, 21, 23, 26, 27, 28, 29, 30, February 2, 2015.**

**During the course of the inspection, the inspector(s) spoke with the administrator, director of care (DOC), registered staff, social worker, physiotherapist (PT), occupational therapist (OT), physiotherapy assistant (PTA), family member of resident.**

**The following Inspection Protocols were used during this inspection:  
Personal Support Services  
Reporting and Complaints**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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 O.Reg 79/10, s. 101. Dealing with complaints**



**Specifically failed to comply with the following:**

**s. 101. (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:**

**3. A response shall be made to the person who made the complaint, indicating,**  
**i. what the licensee has done to resolve the complaint, or**  
**ii. that the licensee believes the complaint to be unfounded and the reasons for the belief. O. Reg. 79/10, s. 101 (1).**

**s. 101. (2) The licensee shall ensure that a documented record is kept in the home that includes,**

**(a) the nature of each verbal or written complaint; O. Reg. 79/10, s. 101 (2).**

**(b) the date the complaint was received; O. Reg. 79/10, s. 101 (2).**

**(c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required; O. Reg. 79/10, s. 101 (2).**

**(d) the final resolution, if any; O. Reg. 79/10, s. 101 (2).**

**(e) every date on which any response was provided to the complainant and a description of the response; and O. Reg. 79/10, s. 101 (2).**

**(f) any response made in turn by the complainant. O. Reg. 79/10, s. 101 (2).**

### **Findings/Faits saillants :**

1. The licensee has failed to ensure that for every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home, a response has been made to the person who made the complaint, indicating what the licensee has done to resolve the complaint.

Interview with a family member of an identified resident indicated that in early 2014, the resident lost two bags of clothing which were placed in the resident's room. The family member reported and complained to the home in early 2014, and on an identified date respectively.

Interviews with an identified registered staff confirmed that the family member met with the DOC and made a verbal complaint on the identified date about the loss of clothing and requested the home to follow up.

Interviews with the DOC and the administrator confirmed that they are not aware of any response has been made to the family member for the complaint. Interview with the family member also confirmed that he/she has not received any response from the home indicating what the home has done to resolve the complaint. [s. 101. (1) 3.]

2. The licensee has failed to ensure that for every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home, a documented record is kept in the home that includes:

- (a) the nature of each verbal or written complaint;
- (b) the date the complaint was received;
- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any;
- (e) every date on which any response was provided to the complainant and a description of the response; and
- (f) any response made in turn by the complainant.

Interview with a family member of an identified resident indicated that in early 2014, the resident lost two bags of clothing which were placed in the resident's room. The family member reported and complained to the home in early 2014, and on an identified date respectively.

Interviews with an identified registered staff confirmed that the family member met with the DOC and made a verbal complaint on the identified date about the loss of clothing and requested the home to follow up.

Record review and interviews with the DOC and the administrator confirmed that there is no documented record for the above mentioned complaint. [s. 101. (2)]

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**Issued on this 20th day of February, 2015**

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

**Original report signed by the inspector.**