

**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., 4th Floor
Ottawa ON K1S 3J4
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**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
Bureau régional de services de Ottawa

347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4
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October 28, 2013

Ms. Helen McKenzie
Administrator
Tsiionkwanonhsote
70 Kawehnoke Apartments Road
Akwasasne, ON K6H 5R7

Dear Ms. McKenzie:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted on September 25, 2013 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the **Inspection Report-Public Copy** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A handwritten signature in black ink that reads "Amanda Nixon for". The signature is written in a cursive style.

Amanda Nixon
LTC Home Inspector – Dietary

- c. President, Resident's Council
President, Family Council



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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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**Division de la responsabilisation et de la
performance du système de santé
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performance et de la conformité**

Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Sep 27, 2013	2013_200148_0036	O-000893- 13	Complaint

Licensee/Titulaire de permis

**MOHAWK COUNCIL OF AKWESASNE
P.O. Box 579, CORNWALL, ON, K6H-5T3**

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

**TSIIIONKWANONHSOTE
70 Kawehnoke Apartments Road, Akwesasne, ON, K6H-5R7**

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

AMANDA NIXON (148)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): September 25, 2013.

**During the course of the inspection, the inspector(s) spoke with the home's
Administrator, Director of Care and nursing staff.**

**During the course of the inspection, the inspector(s) reviewed documents
related to the tub replacement in the west tub room and observed the tub rooms
in the home.**

**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

- WN – Written Notification
- VPC – Voluntary Plan of Correction
- DR – Director Referral
- CO – Compliance Order
- WAO – Work and Activity Order

Legendé

- 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.)

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 failed to comply with LTCHA 2007, S.O., 2007, c.8, s.15 (2) (c), whereby the licensee did not ensure that the home furnishings and equipment are maintained in a safe condition and in a good state of repair.

The west tub room was observed on September 25, 2013. The tub was observed to have heavy, yellow staining throughout the surface of the tub and minor scratches around the drain of tub. The right side grab bar of the tub was missing; the surface where the grab bar would have been attached was observed to be covered with duct tape, the edges of which were peeling away. The left grab bar was made of a plastic material, the bar was observed to have two areas on either side of the grab bar that were pulled away from the surface where the grab bar is attached to the tub, which had exposed rusted areas.

The Inspector confirmed through staff interview and observations that the tub in the west tub room, is used to provide baths to residents at the time of the inspection.

The home's Administrator and Director of Care reported to the Inspector that the tub in the west tub room is scheduled for replacement. A replacement tub has been ordered; a date for install has not yet been confirmed. [s. 15. (2) (c)]



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

Issued on this 27th day of September, 2013

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

Ambera Dix RD LTCH Inspector