



**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**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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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>
Jul 14, 2016	2016_285126_0011	000338-16, 018305-16	Complaint

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

REVERA LONG TERM CARE INC.  
55 STANDISH COURT 8TH FLOOR MISSISSAUGA ON L5R 4B2

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

HEARTWOOD  
201-11TH STREET EAST CORNWALL ON K6H 2Y6

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

LINDA HARKINS (126)

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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): June 17, 20, 21 and 22,  
2016**

**During this inspection the following complaint inspections were conducted:**

**Log # 000338-16 related to resident's care**

**Log # 018305-16 related to odors in resident environment**

**During the course of the inspection, the inspector(s) spoke with the Administrator,  
the Director of Care, the Environmental manger, the Activity director, several  
Registered Nurses, several Registered Practical Nurses, several Personal Support  
Workers, several residents and family members.**

**The following Inspection Protocols were used during this inspection:**

**Dignity, Choice and Privacy**

**Personal Support Services**

**Recreation and Social Activities**

**Responsive Behaviours**

**Safe and Secure Home**

**Skin and Wound Care**

**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**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records**

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

**s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,**

**(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).**

**(b) is complied with. O. Reg. 79/10, s. 8 (1).**



**Findings/Faits saillants :**

1. The licensee has failed to ensure that home procedures for Contractor are complied with:

Finding related to Log # 018305-16:

In accordance with O. Regs. 86. (3) The licensee shall ensure that there are written policies and procedures to monitor and supervise persons who provide occasional maintenance or repair services to the home pursuant to the agreement referred to in subsection (2). O. Reg. 79/10, s. 86 (3).

The Home does have procedures related to the monitoring of contractor. Inspector # 126 reviewed the Maintenance Contractor Procedures that require the Contractor will:

Sign in at Reception in Contractor sign in/out book and on put on Contractor name tag.

On a specific day in 2016 a family member walked in resident #005's bed room and smells a chemical smell. Resident #005 was in no distress, no nausea, shortness of breath or headache.

Inspector # 126 interviewed the Administrator and it was identified that the smell might have come from the "glue for plumbing" and that it was used by a contractor the previous morning in the basement.

On that specific day of June 2016, resident #005 bedroom walls, two small portions (outside the bathroom and in the bathroom under the sink) were cut to expose plumbing pipes and two small 3 inches hole were core in the floor. The exposed wall area were covered with material and sealed off with masking tape and an air scrubber was put in place.

Inspector # 126 interviewed the Environmental Manager (EM) who indicated that he was aware of the renovation and met the contractor when they arrive at the home. The EM was not sure of the name or which company the person who cored the hole in the floor was working for. He indicated that Contractors that come into the home don't always sign in.

Discussion held with the Administrator who indicated that the coring was done by the Contractor hired by Revera. She indicated that contractor workers were not always



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signing in when doing work in the home.

The Administrator and the EM were unable to provide a document with the signature of the contractor upon their arrival on site on June on June 6 and 7, 2016 [s. 8. (1)]

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**Issued on this 14th day of July, 2016**

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

**Original report signed by the inspector.**