



**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**

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

Sudbury Service Area Office  
159 Cedar Street, Suite 403  
SUDBURY, ON, P3E-6A5  
Telephone: (705) 564-3130  
Facsimile: (705) 564-3133

Bureau régional de services de  
Sudbury  
159, rue Cedar, Bureau 403  
SUDBURY, ON, P3E-6A5  
Téléphone: (705) 564-3130  
Télécopieur: (705) 564-3133

**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**

<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>
Mar 16, 2014	2014_315702_0005	S-000020-14	Other

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

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

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

LAKEHEAD MANOR  
135 SOUTH VICKERS STREET, THUNDER BAY, ON, P7E-1J2

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

DAVID THOMSON (702)

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

**The purpose of this inspection was to conduct an Other inspection.**

**This inspection was conducted on the following date(s): February 18, 2014**

**During the course of the inspection, the inspector(s) spoke with the Executive Director, Office Manager, residents and substitute decision makers, as applicable.**

**During the course of the inspection, the inspector(s) examined licensee's records with respect to resident charges and trust accounts that included resident records, licensee's policy and procedure documentation, correspondence with applicable third parties, trust account ledgers, and all other required documentation to satisfy the inspection requirements.**

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



**Resident Charges  
Trust Accounts**

**Findings of Non-Compliance were found during this inspection.**

**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.



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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 241. Trust accounts**

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

**s. 241. (4) No licensee shall,**

**(a) hold more than \$5,000 in a trust account for any resident at any time; O. Reg. 79/10, s. 241 (4).**

**(b) commingle resident funds held in trust with any other funds held by the licensee; or O. Reg. 79/10, s. 241 (4).**

**(c) charge a resident, or a person acting on behalf of a resident, a transaction fee for withdrawals, deposits, or anything else related to money held in trust. O. Reg. 79/10, s. 241 (4).**

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**Findings/Faits saillants :**

1. Examination of the December 31, 2013 bank reconciliation revealed a stale-dated trust account cheque for an amount that exceeded \$5,000. Further examination of the cheque detail revealed that it was written with the purpose of refunding the balance in the trust account of a discharged resident.

An examination of this resident's trust account history revealed only one instance of their trust account balance exceeding \$5,000. This instance occurred due to a deposit being made to their trust account without a corresponding withdrawal of the resident's monthly accommodation charges. The office manager confirmed that they were aware of this issue but attempts to contact and resolve this issue with the resident's power of attorney were unsuccessful. No other instances of a resident trust account balance exceeding \$5,000 were observed.

The licensee failed to ensure that no more than \$5,000 is held in a trust account for any resident at any time. [s. 241. (4) (a)]

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**Issued on this 19th day of March, 2014**

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