

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: March 13, 2025

Inspection Number: 2025-1133-0001

Inspection Type:

Complaint
Critical Incident

Licensee: Revera Long Term Care Inc.

Long Term Care Home and City: Summit Place, Owen Sound

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 4-7, 10-13, 2025

The following intake(s) were inspected in this critical incident inspection:

- Intake#00134526 and intake #00134656 were related to falls prevention and management;
- Intake #00138083 was related transfer and positioning techniques; and
- Intake #00140594 was related to infection prevention and control.

The following intake was inspected in this complaint inspection:

- Intake #00138248 was related to resident care and support services.

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

Resident Care and Support Services
Infection Prevention and Control
Falls Prevention and Management

INSPECTION RESULTS

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COMPLIANCE ORDER CO # Transferring and positioning techniques

NC # Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 40

Transferring and positioning techniques

s. 40. Every licensee of a long-term care home shall ensure that staff use safe transferring and positioning devices or techniques when assisting residents.

The inspector is ordering the licensee to comply with a Compliance Order [FLTCA, 2021, s. 155 (1) (c)]:

The licensee shall:

- a. Provide training to a PSW on the correct use of the mechanical lifts in the home and safety considerations. Include documentation of the date(s) and time of the training, the details of the training that was provided, and who provided the training.
- b. Develop and implement an audit to be conducted three times a week for a PSW for a two week period to ensure that they are using safe transferring and positioning devices or techniques when assisting residents that require two person assistance with care. The audit must include the person completing the audit, the names of the residents that were transferred, the time of the audit, the the date the audit was completed, and any corrective actions in place as a result of identified deficiencies.
- c. A written record must be kept of everything required under step (a) and (b) of this compliance order, until the Ministry of Long-Term Care has deemed that the licensee has complied with this order.

Grounds

A.) A resident had a fall and sustained an injury when a personal support worker (PSW) did not follow the plan of care and transferred the resident using an unsafe

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technique.

The PSW transferred the resident in a manner that did not align with their plan of care, and the resident was injured.

Failure to transfer a resident using the proper techniques resulted in an injury to the resident.

Sources: Clinical records and interviews with staff.

B.) On the same day, the same PSW transferred another resident using an unsafe technique and did not follow the resident's care plan.

Failure to transfer a resident using a proper technique could have resulted in an injury.

Sources: Clinical records, and interviews with staff.

This order must be complied with by June 10, 2025

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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/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). 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 or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

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

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca

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If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

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 an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor

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Director

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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website www.hsarb.on.ca.