



**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  
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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>
Jan 16, 2014	2013_304133_0035	O-001214- 13	Complaint

**Licensee/Titulaire de permis**

**VILLA MARCONI LONG TERM CARE CENTER  
1026 BASELINE ROAD, OTTAWA, ON, K2C-0A6**

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

**VILLA MARCONI  
1026 BASELINE ROAD, OTTAWA, ON, K2C-0A6**

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

**JESSICA LAPENSEE (133)**

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



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

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the Long-Term Care  
Homes Act, 2007**

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Loi de 2007 sur les foyers de  
soins de longue durée**

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

**This inspection was conducted on the following date(s): December 19th, 20th, 27th, 2013**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Environmental Services manager, the Maintenance Aid, and an inspector with the City of Ottawa Fire Services.**

**During the course of the inspection, the inspector(s) reviewed a Critical Incident Report submitted by the home to the Ministry of Health and Long Term Care, monitored air temperatures in identified common areas and resident bedrooms within Phase 2 of the home, reviewed documentation related to routine inspections and preventative maintenance for components of the heating system and hot water boilers, reviewed policy # ESM-PUR-20 (subject: Loss Of Fuel, effective date June 2013), reviewed manufacturer instructions for ceramic space heaters in use throughout Phase 2 resident bedrooms ("ELECTRMART" ceramic space heater, Model #65012).**

**The following Inspection Protocols were used during this inspection:  
Safe and Secure Home**

**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.)  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. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents. 2007, c. 8, s. 5.**

**Findings/Faits saillants :**



1. The licensee has failed to comply with LTCHA, S.O. 2007, c.8, s. 5. In that the licensee has failed to ensure that the home is a safe and secure environment for its residents, specifically related to the widespread use of space heaters, which become very hot to the touch when generating heat, throughout the home.

At the time of the inspection, which occurred on December 19th, 20th and 27th, 2013, the inspector observed widespread usage of ceramic space heaters in resident bedrooms throughout Phase 2 of the home. The inspector did not observed bedrooms in Phase 1 of the home. The inspector observed that when generating heat, these units become very hot to the touch. The manufacturers instructions for these space heaters warn "Do not touch body of heater when in use. Heater becomes hot when in use". There are no safety barriers surrounding these units, and therefore any resident can touch the units when they are generating heat. Of particular concern, is access to these units by any resident who may have cognitive impairment or any other health condition which may decrease or eliminate their sensitivity to heat and/or their insights into potential risk. The inspector observed these heaters in use throughout the secured gentle care and complex care units of Phase 2. There was no formal process in place to eliminate this potential risk to residents at the time of the inspection. [s. 5.]

***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with the requirement that the home is a safe and secure environment for its residents, specifically related to the use of space heaters that get hot to the touch when generating heat and those residents whose health condition may decrease or eliminate their sensitivity to heat and/or their insights into potential risk, to be implemented voluntarily.***

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**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 23. Every licensee of a long-term care home shall ensure that staff use all equipment, supplies, devices, assistive aids and positioning aids in the home in accordance with manufacturers' instructions. O. Reg. 79/10, s. 23.**

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**Findings/Faits saillants :**

1. The licensee has failed to comply with O. Reg. 79/10, s. 23. in that the licensee has



failed to ensure that the ceramic space heaters in use throughout the home are used in accordance with manufacturer instructions.

On December 20th and 27th, 2013, during the inspection, the inspector observed ceramic space heaters in use in many resident bedrooms within Phase 2 of the home. The majority of these units are manufactured by "Electrmart", model # 65012. The manufacturer instructions advise "keep combustible materials such as pillows, bedding, curtains, clothes, paper or furniture at least 0.9m (3') from the sides and rear of heater. In general, the inspector observed this spacing requirement was not respected.

Examples of such observations, from December 20th, 2013, include:

Room 117, bed 2, heater on window sill close to the curtain, the unit was on but not generating heat at the time of observation.

Room 112, heater on floor next to the immediate right of the tv stand, heater was on but not generating heat at the time of observation.

Room 106, heater on window sill, approximately 15 centimeters from the curtain, unit was on and generating heat at the time of observation.

Room 139, bed 1, heater on floor to the immediate right of cushioned chair, unit was on but not generating heat at the time of observation.

Examples of such observation, from December 27th, 2013, include:

Room 113, heater on floor, right next to dresser, unit was on but not generating heat at the time of observation.

Room 106, heater on window sill, right next to the curtain, unit on and generating heat at the time of observation.

Room 139, bed 1, heater on the floor, approximately 20-30 centimeters from the plush lounge chair. The unit was on but not generating heat at the time of the observation.

Room 226, heater on a small plastic table, across from the foot of the bed, next to a bouquet of plastic flowers that hung over the unit and string of ribbon that was



touching the unit. The unit was in the on position, but was not completely plugged in and was therefore not powered to emit heat at the time of observation.

At the time of the inspection, the inspector ascertained that there was no formal process in place to ensure the ongoing monitoring of the space heaters in use in resident bedrooms. It is noted that the Administrator implemented a process, requiring front line nursing staff to routinely observe the positioning of the space heaters that are in use, on the afternoon of December 27th 2013. [s. 23.]

***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with the requirement that space heaters in use throughout the home are used, at all times, in accordance with manufacturer instructions, specifically related to spacing requirements due to potential fire hazards, to be implemented voluntarily.***

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**WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.**

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**Findings/Faits saillants :**

1. The licensee has failed to comply with O. Reg. 79/10, s.21 in that the licensee has failed to ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. The evidence gathered to support this non-compliance relates specifically to resident bedrooms and common areas within Phase 2 of the home. Air temperatures were not taken in Phase 1 bedrooms or common areas during the inspection.

On December 17th 2013, the Ministry of Health and Long Term Care (MOHLTC) received a complaint that alleged that the home's heating system had malfunctioned, and that the temperature had been approximately 18 degrees Celsius since December 16th 2013. Later that day, the home submitted a Critical Incident Report, which indicated that 2 roof top units affecting heat, had failed on December 16th 2013, and the result of this equipment failure was that "public areas were at 18 degrees Celsius and residents complaining of being cold".



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Homes Act, 2007**

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Loi de 2007 sur les foyers de  
soins de longue durée**

On December 19th, 2013, during the inspection, the Administrator told the inspector that on the morning of December 17th 2013, she had asked a restorative care aid to go to resident bedrooms, throughout Phase 2 of the home, to ascertain where there were space heaters in use and where additional space heaters may be needed. The Administrator explained that the restorative care aid had indicated to her that the air temperature in the 19 bedrooms she had gone into was generally at 18-19 degrees Celsius. On December 20th, 2013, during the inspection, the inspector spoke with the restorative care aid, who explained that she had ascertained the bedroom air temperatures by observing the thermostats.

On December 19th and 20th 2013, during the inspection, the inspector met with the Administrator, the Environmental Services Manager (ESM) and the maintenance aid, in order to develop an understanding of the heating system at Villa Marconi and the equipment failure(s) that had occurred. The inspector was informed that resident bedrooms are heated primarily with hot water radiators, and supplemented with heated fresh air, from engineered make-up air units (MAUs). The MAUs are designed to shut off when the outside temperature is at -20 degrees Celsius. In addition, the inspector was informed that it appears that the hot water radiator system is not able to maintain rooms at the required temperature of 22 degrees Celsius when the outside temperature is approximately -20 to -25 degrees Celsius. Common areas are primarily heated by MAUs, or by roof top units (RTUs), with some common areas supplemented by hot water radiator heat. RTU's are not affected by the outdoor temperature. The Administrator informed the inspector that assessments and improvements have been made over the last year and a half, and that some further improvements are being contemplated. With regards to equipment breakdowns, MAU #1, which provides supplementary heat to resident bedrooms in Phase 1, failed on December 13th 2013 and was repaired on December 19th 2013. RTU #5, which provides heat to common areas within Phase 2 of the home, failed on December 16th 2013, and was repaired on December 17th, 2013. Exacerbating this situation was that the outdoor air temperature was below -20 C on December 16th and 17th 2013, so the MAUs serving resident bedroom and common areas, throughout the home, automatically shut down and at the same time, the radiator heating system would have had difficulty maintaining bedrooms at 22 C. The inspector was told that space heaters were put into use throughout the home, on December 16th and 17th 2013, in an attempt to maintain air temperatures at acceptable levels.

On December 27th 2013, during the inspection, the inspector found some resident



**Ontario**

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**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**

bedrooms and common areas, within Phase 2, were not maintained at a minimum temperature of 22 degrees Celsius. As per Government of Canada climate data, the mean outdoor temperature for Ottawa on that day was -7.8 degrees Celsius, and the home's maintenance aid confirmed to the inspector that the MAUs were operational. The inspector verified that the radiator thermostats in all resident bedrooms, identified below, were set to call for maximum heat at the time the air temperature was taken by the inspector. The following air temperatures were found in the following areas, within Phase 2 of the home, between 11:20 am and 1:25pm:

Room 117 – 21.2 C  
Room 112 – 21 C  
Room 113 – 21.5 C  
Room 114 – 20.9 C  
Room 138 – 21.3 C  
Room 137 – 21.2 C  
Room 135 – 21.2 C  
Room 134 – 20.5 C  
Piazza – 19.8 C  
Complex Care Activity Room – 20.8 C  
Complex Care Dining Room – 21 C  
Hallway, across from Administrator's office – 20.7 C  
Gentle Care Activity Room – 20 C [s. 21.]

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**WN #4: The Licensee has failed to comply with O.Reg 79/10, s. 230. Emergency plans**





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

**s. 230. (4) The licensee shall ensure that the emergency plans provide for the following:**

**1. Dealing with,**

- i. fires,**
- ii. community disasters,**
- iii. violent outbursts,**
- iv. bomb threats,**
- v. medical emergencies,**
- vi. chemical spills,**
- vii. situations involving a missing resident, and**
- viii. loss of one or more essential services.**

**O. Reg. 79/10, s. 230 (4).**

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**Findings/Faits saillants :**

1. The licensee has failed to comply with O. Reg. 79/10, s.230 (4). 1. viii. in that the licensee has failed to ensure that the emergency plans provide for dealing with the loss of the heating system, which is an essential service.

On December 19th, 2013, during the inspection, the inspector asked the Administrator for the emergency plan that deals with loss of the heating system. The Administrator reviewed the emergency plans binder, and provided the inspector with policy number ESM-PUR-20, effective June 2013, subject: Loss of Fuel. The Administrator explained that in resident bedrooms, the primary heat source is the hot water radiator system. The Administrator explained that the hot water boilers are served by natural gas, and they provide the heated water to the radiator system, so this policy was the closest she could find that related to the notion of a loss of the heating system. Directly related to a loss of heat, the policy directs "In the event of loss of fuel occurs during cold weather and will be restored in a reasonable length of time, ensure all windows and exterior doors are closed and all air supply and exhaust fans are off. Obtain additional blankets from storage to keep residents warm. In the event that gas supplies are not to be restored for an extended period of time, initiate Total Evacuation". There is nothing more in the policy that speaks to a loss of heat.

At Villa Marconi, in addition to the heat provided to resident bedrooms by the hot water radiator system, there is supplementary heat provided by the roof top Make Up Air Units (MAUs). Common areas are primarily heated by the MAUs, or by Roof Top Units, with some areas supplemented by the hot water radiator system. The inspector was informed by the Administrator that the MAUs shut off when outside air



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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

temperatures are colder than -20 degrees Celsius, and that the hot water radiator system has difficulty maintaining adequate temperatures when it is very cold outside, at approximately -20 to -25 degrees Celsius. Common areas that are only heated by the MAUs experience a total loss of heat, on days where it is -20 degrees Celsius or colder. On December 27th, 2013, during the inspection, even with the MAUs operational and radiator heat on as high as possible, the inspector found bedrooms and common areas were not maintained at the minimum required temperature of 22 degrees Celsius, as required by O. Reg 79/10, s. 21. The "Loss of Fuel" policy provided to the inspector does not capture the intricacies of the various heating systems at Villa Marconi and does not provide a plan, to direct the home's management and staff, for managing the total loss of the heating system(s), partial losses, or inadequate heat resulting from ongoing challenges of the heating system(s). As well, the policy does not address plan activation, lines of authority, communication plan, or specific staff roles and responsibilities, as required by O. Reg. 79/10, s. 230. (4) 5. [s. 230. (4) 1.]

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Issued on this 16th day of January, 2014

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

*Jessica L'opensee*