



**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**

Toronto Service Area Office
5700 Yonge Street 5th Floor
TORONTO ON M2M 4K5
Telephone: (416) 325-9660
Facsimile: (416) 327-4486

Bureau régional de services de
Toronto
5700 rue Yonge 5e étage
TORONTO ON M2M 4K5
Téléphone: (416) 325-9660
Télécopieur: (416) 327-4486

Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Aug 7, 2018	2018_650565_0009	016126-18	Complaint

Licensee/Titulaire de permis

West Park Healthcare Centre
82 Buttonwood Avenue TORONTO ON M6M 2J5

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

West Park Long Term Care Centre
82 Buttonwood Avenue TORONTO ON M6M 2J5

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

MATTHEW CHIU (565)

Inspection Summary/Résumé de l'inspection



**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**

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

This inspection was conducted on the following date(s): July 12, 13, and 16, 2018.

During the course of the inspection, complaint intake #016126-18 related to cooling requirements was inspected.

During the course of the inspection, the inspector(s) spoke with the Executive Director, Director of Care, Maintenance Supervisor, Support Services Manager, Registered Practical Nurses, Personal Support Workers, Residents, and Family Members.

The inspector conducted a tour of the resident home areas, observations of resident to resident interactions, staff to resident interactions and provision of care, record review of resident and home records, and relevant policies and procedures.

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

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. 90. Maintenance services

Specifically failed to comply with the following:

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(c) heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual, and that documentation is kept of the inspection; O. Reg. 79/10, s. 90 (2).**

Findings/Faits saillants :



1. The licensee has failed to ensure that procedures are developed and implemented to ensure that heating, ventilation and air conditioning systems are cleaned and in good state of repair and inspected at least every six months by a certified individual.

A complaint was received by the Ministry of Health and Long Term Care (MOHLTC) on an identified date about the building temperature.

Interview with resident #001 revealed the home had central air conditioning and was not functioning during an identified weekend, and the building temperature was hot for several days. Resident #001 indicated the hot temperature caused a specified health condition that improved after an identified action.

Interview with PSW #100 indicated the air conditioning was not functioning during the identified weekend and a few residents complained about the hot temperature. The staff further stated they had monitored residents and encouraged residents to drink more fluid.

Interviews with PSW #101 and RPN #102 indicated they were off during the identified weekend. The staff members indicated the air conditioning was functioning while they worked in the home the days before and after the identified weekend, and until the time interviewed by the inspector.

Review of the home's Heating, Ventilation and Air Conditioning (HVAC) systems disruption records indicated on the identified date and time, it was reported that the home's air conditioning was not functioning. The problem was corrected on the same day, approximately four hours later, and there was no further records regarding malfunctioning of the air conditioning systems.

Review of the home's maintenance program manual, semi-annual ventilation inspection specification MN-6755 and MN6770 indicated the following:

- Before the beginning of the heating season, have a licensed technician complete the semi-annual ventilation inspection MN-6755 and the air conditioning "Fall Shutdown" on MN-6770.
- Before the beginning of the cooling season, have a licensed air conditioning technician complete the inspection list MN-6755 and the air conditioning "Spring Start-up" on MN-6770.

Review of the home's HVAC semi-annual inspection and service records indicated in



**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**

November 2017, the home's HVAC inspection did not include any "Fall Shutdown" to the air conditioning systems, and there was no "Spring Start-up" semi-annual inspection in 2018.

Interviews with the Maintenance Supervisor (MS) and the Support Services Manager (SSM) indicated three HVAC units, out of five, were not functioning on the identified date and it was reported to them. After a reset of the HVAC units on the same day, the air conditioning systems started functioning again. The SSM stated they were awaiting replacement parts for a HVAC unit, and on an identified date, they contacted the contractor for a quote for the air conditioning systems start-up. The licensed contractor was on-site working on the HVAC systems during the inspection. The MS and SSM confirmed that there was no semi-annual air conditioning inspections in November 2017, and no semi-annual HVAC systems inspection completed before the beginning of the cooling season in 2018. The SSM acknowledged the procedures, developed to ensure the HVAC systems are inspected at least every six months by a certified individual, were not implemented as required. [s. 90. (2) (c)]

Issued on this 5th day of September, 2018

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

Original report signed by the inspector.