

Ministry of Long-Term Care

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

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Original Public Report

Report Issue Date: November 7, 2024	
Inspection Number: 2024-1600-0003	
Inspection Type: Complaint Critical Incident	
Licensee: The Regional Municipality of York	
Long Term Care Home and City: York Region Maple Health Centre, Maple	
Lead Inspector	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): October 30, 31, 2024 and November 4, 5, 6, 7, 2024.

The following intake(s) were inspected:

- Intake: #00115935 -(CIS #M605-000030-24) - Resident injury that resulted in transfer to hospital,
- Intake: #00120005 -(CIS#M605-000037-24) - Alleged incident of staff to resident abuse,
- Intake: #00120102 -(CIS #M605-000038-24) and Intake: #00122202 -(CIS #M605-000042-24) - Disease outbreaks,
- Intake: #00127597 -(CIS #M605-000054-24) - Alleged incident of resident to resident abuse,

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- Intake: #00128821 - Complaint related to an alleged incident of resident abuse.

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

Resident Care and Support Services
Infection Prevention and Control
Prevention of Abuse and Neglect
Responsive Behaviours
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Plan of Care

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 6 (7)

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee failed to ensure a resident was monitored as outlined in their plan of care.

Sources: Review of the resident progress notes and plan of care, interviews with staff members.

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WRITTEN NOTIFICATION: Reporting and Complaints

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 26 (1) (c)

Complaints procedure – licensee

s. 26 (1) Every licensee of a long-term care home shall,

(c) immediately forward to the Director any written complaint that it receives concerning the care of a resident or the operation of a long-term care home in the manner set out in the regulations, where the complaint has been submitted in the format provided for in the regulations and complies with any other requirements that may be provided for in the regulations.

The licensee failed to immediately forward a written complaint to the Director that outlined concerns related to resident care.

Sources: Interview with Associate Administrator and review of the written complaint.

WRITTEN NOTIFICATION: Reporting and Complaints

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (1) 2.

Dealing with complaints

s. 108 (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

2. For those complaints that cannot be investigated and resolved within 10 business days, an acknowledgement of receipt of the complaint shall be provided within 10 business days of receipt of the complaint including the date by which the complainant can reasonably expect a resolution, and a follow-up response that complies with paragraph 3 shall be provided as soon as possible in the

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circumstances.

The licensee failed to provide a response to a person who made a complaint in accordance with the legislative requirements.

Sources: Interview with Associate Administrator.

WRITTEN NOTIFICATION: Reporting and Complaints

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 108 (2) (a)

Dealing with complaints

s. 108 (2) The licensee shall ensure that a documented record is kept in the home that includes,

(a) the nature of each verbal or written complaint;

The licensee failed to ensure a written complaint was included in the documented record of complaints.

Sources: Review of the email received by the home, the home's documented record of complaints, and interview with Associate Administrator.