



**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

**Ministère de la Santé et des Soins de longue durée**  
Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

## Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the  
*Long-Term Care Homes Act, 2007, S.O. 2007, c.8*

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Name of Inspector:</b>	Jane Carruthers	<b>Inspector ID #</b> 113
<b>Log #:</b>	T2872	
<b>Inspection Report #:</b>	2010_113_2586_01Nov114006	
<b>Type of Inspection:</b>	Follow up	
<b>Date of Inspection:</b>	November 4, 5, 2010	
<b>Licensee:</b>	The Royal Crest Lifecare Group Inc., c/o Ernst and Young Inc. 222 Bay Street, TD Centre, P.O. Box 251 Toronto, ON, M5K 1J7	
<b>LTC Home:</b>	Yorkview Lifecare Centre, 2045 Finch Avenue West, North York, ON M3N 1M9	
<b>Name of Administrator:</b>	Chris Robinson	

To The Royal Crest Lifecare Group Inc., you are hereby required to comply with the following orders by the dates set out below:

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order, Section 153 (1)(a)
<p><b>Pursuant to:</b> O. Reg. 79/10 s. 9.1.i. Every licensee of a long-term care home shall ensure that the following rules are complied with:</p> <p>1. All doors leading to stairways and the outside of the home must be,</p> <p style="padding-left: 40px;">i. kept closed and locked,</p>			
<p><b>Order:</b></p> <p>1. The licensee shall audit, identify and ensure all doors leading to stairways and the outside of the home are closed and locked.</p>			
<p><b>Grounds:</b></p> <p>1. All doors leading into stairways on the third floor are not locked.</p> <p>2. The following doors on the first floor (ground) are not locked: north side exit, exit door off the activity room, east side door exit into stairway, east side door from stairway to exterior of building, west side door exit into stairway and west side door from stairway to exterior of building.</p>			



Ontario

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This order must be complied with by: June 15, 2011

Order #:	002	Order Type:	Compliance Order, Section 153 (1)(a)
<b>Pursuant to: O. Reg. 79/10 s. 9. 2. Every licensee of a long-term care home shall ensure that the following rules are complied with:</b> <b>2. All doors leading to non-residential areas must be equipped with locks to restrict unsupervised access to those areas by residents.</b>			
<b>Order:</b> 1. The licensee shall audit, identify and ensure all doors leading to non- resident areas are equipped with locks to restrict unsupervised access by residents.			
<b>Grounds:</b> 1. On ground floor, the kitchen doorway from the east hallway and the door leading into the kitchen from the dining room are not equipped with locks.			
This order must be complied with by:		February 15, 2011	

### REVIEW/APPEAL INFORMATION

#### TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

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 was served on the Licensee.

The written request for review must include,

- (a) the portions of the order 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 or by fax upon:

Director  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Ave. West  
Suite 800, 8<sup>th</sup> floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

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The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the  
Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON  
M5S 2T5

Director  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
55 St. Claire Avenue, West  
Suite 800, 8<sup>th</sup> Floor  
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).

Issued on this 15 day of December 2010.	
Signature of Inspector:	Jane Carruthers
Name of Inspector:	Jane Carruthers
Service Area Office:	Toronto Service Area

