

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**London Service Area Office
130 Dufferin Avenue 4th floor
LONDON ON N6A 5R2
Telephone: (519) 873-1200
Facsimile: (519) 873-1300Bureau régional de services de
London
130, avenue Dufferin 4ème étage
LONDON ON N6A 5R2
Téléphone: (519) 873-1200
Télécopieur: (519) 873-1300**Public Copy/Copie du rapport public**

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Sep 18, 2020	2020_747725_0008	018071-20	Complaint

Licensee/Titulaire de permisChartwell Master Care LP
7070 Derrycrest Drive MISSISSAUGA ON L5W 0G5**Long-Term Care Home/Foyer de soins de longue durée**Chartwell Royal Oak Long Term Care Residence
1750 Division Road North KINGSVILLE ON N9Y 4G7**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

CASSANDRA TAYLOR (725)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): September 10 and 11, 2020.

**The following intake was completed during this complaint inspection:
Log # 018071-20 relating to the temperature of the home.**

During the course of the inspection, the inspector(s) spoke with the Director of Care, Environmental Service Manager, a Registered Practical Nurse, Maintenance, Housekeeping, a Physiotherapist Assistant and residents.

The Inspector also made observations and reviewed the homes temperature monitoring logs 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)

1 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>Légende</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. 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.

Findings/Faits saillants :

1. The licensee has failed to ensure that the home was maintained at a minimum of 22 degrees Celsius.

A complaint was submitted to the Ministry of Long-Term Care alleging the home was cold. During an inspection several residents indicated that they were uncomfortable with the cool temperature in the home. During an observation with the Environmental Service Manager (ESM) on September 10, 2020 at 1300, ambient air temperatures were taken with a thermo-hygrometer in three resident rooms on the Mulberry home area. Each room temperature was below 22 degrees Celsius. On September 11, 2020 at 0900, ambient air temperatures were taken with the ESM in two resident rooms on the Mulberry home area, one resident room on the Magnolia home area and one resident room on the Copperbeech home area, each temperature indicated the room was below 22 degrees Celsius. A review of the home's temperature logs "Indoor Air Temperature and Humidex Monitor Record and Temp. of Outside Resident Rooms", indicated that during the observation time frame of August to September 2020, on a daily basis the home was documenting temperatures below 22 degree Celsius with no corrective action. Review of the documentation with the ESM and Director of Care they both confirmed the temperatures documented were below 22 degrees Celsius.

Sources: Resident and staff interviews, observations of ambient room temperatures taken with a La Crosse Technology Thermo-Hygrometer, record review of "Indoor Air Temperature and Humidex Monitoring Record" and "Temp. of Outside Resident Rooms" logs, home's policy titled "Extreme Heat and Cold Weather Precautions", (LTC-CA-WQ-200-07-05), Effective May 2012. [s. 21.]

Additional Required Actions:

CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector".

Issued on this 18th day of September, 2020

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

Original report signed by the inspector.

Order(s) of the Inspector

Ordre(s) de l'inspecteur

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

Aux termes de l'article 153 et/ou de
l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

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

Division des opérations relatives aux soins de longue durée
Inspection de soins de longue durée

Public Copy/Copie du rapport public

Name of Inspector (ID #) /

Nom de l'inspecteur (No) : CASSANDRA TAYLOR (725)

Inspection No. /

No de l'inspection : 2020_747725_0008

Log No. /

No de registre : 018071-20

Type of Inspection /

Genre d'inspection: Complaint

Report Date(s) /

Date(s) du Rapport : Sep 18, 2020

Licensee /

Titulaire de permis : Chartwell Master Care LP
7070 Derrycrest Drive, MISSISSAUGA, ON, L5W-0G5

LTC Home /

Foyer de SLD : Chartwell Royal Oak Long Term Care Residence
1750 Division Road North, KINGSVILLE, ON, N9Y-4G7

Name of Administrator /

Nom de l'administratrice

ou de l'administrateur : Nicole Ross

To Chartwell Master Care LP, you are hereby required to comply with the following order(s) by the date(s) set out below:

Order(s) of the Inspector

Ordre(s) de l'inspecteur

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

Aux termes de l'article 153 et/ou de l'article 154 de la *Loi de 2007 sur les foyers de soins de longue durée*, L.O. 2007, chap. 8

Order # /

No d'ordre : 001

Order Type /

Genre d'ordre : Compliance Orders, s. 153. (1) (b)

Pursuant to / Aux termes de :

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.

Order / Ordre :

The Licensee must be compliant with subsection s. 21 of O. Reg 79/10.

Specifically, the licensee must;

- Create and implement a plan to ensure the home is maintained at a minimum of 22 degrees Celsius; and
- Monitor the ambient air temperature every 12 hours and keep a temperature and action log for the specified resident rooms; and all home areas to ensure they remain at a minimum of 22 degrees Celsius; and
- Continue to monitor until the identified resident rooms and all home areas are consistently maintained at a minimum of 22 degrees Celsius indefinitely; and
- A copy of the plan and records requested be kept in the home.

Grounds / Motifs :

1. The licensee has failed to ensure that the home was maintained at a minimum of 22 degrees Celsius.

A complaint was submitted to the Ministry of Long-Term Care alleging the home was cold. During an inspection several residents indicated that they were uncomfortable with the cool temperature in the home. During an observation with the Environmental Service Manager (ESM) on September 10, 2020 at 1300, ambient air temperatures were taken with a thermo-hygrometer in three resident rooms on the Mulberry home area. Each room temperature was below 22 degrees Celsius. On September 11, 2020 at 0900, ambient air temperatures were taken with the ESM in two resident rooms on the Mulberry home area, one resident room on the Magnolia home area and one resident room on the Copperbeech home area, each temperature indicated the room was below 22 degrees Celsius. A review of the home's temperature logs "Indoor Air

Order(s) of the Inspector**Ordre(s) de l'inspecteur**

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Temperature and Humidex Monitor Record and Temp. of Outside Resident Rooms", indicated that during the observation time frame of August to September 2020, on a daily basis the home was documenting temperatures below 22 degree Celsius with no corrective action. Review of the documentation with the ESM and Director of Care they both confirmed the temperatures documented were below 22 degrees Celsius.

Sources: Resident and staff interviews, observations of ambient room temperatures taken with a La Crosse Technology Thermo-Hygrometer, record review of "Indoor Air Temperature and Humidex Monitoring Record" and "Temp. of Outside Resident Rooms" logs, home's policy titled "Extreme Heat and Cold Weather Precautions", (LTC-CA-WQ-200-07-05), Effective May 2012.

This order was issued by taking the following factors into account;

Severity: All home areas were observed or documented to have temperatures below 22 degrees Celsius this resulted in no harm to residents.

Scope: The issue was widespread since all home areas that were inspected were below the minimum required air temperature.

Compliance History: A Voluntary Plan of Correction (VPC) was issued for O. Regs 79/10, s. 21 in the past 36 months.

(725)

This order must be complied with by /

Vous devez vous conformer à cet ordre d'ici le :

Sep 29, 2020

Order(s) of the Inspector

Ordre(s) de l'inspecteur

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

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l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

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 services for the Licensee.

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

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
1075 Bay Street, 11th Floor
Toronto, ON M5S 2B1
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, when service is made by a commercial courier it is deemed to be made on the second business day after the day the courier receives the document, 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.

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 tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Order(s) of the Inspector

Ordre(s) de l'inspecteur

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

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l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

Health Services Appeal and Review Board and the Director

Attention Registrar
Health Services Appeal and Review Board
151 Bloor Street West, 9th Floor
Toronto, ON M5S 1S4

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
1075 Bay Street, 11th Floor
Toronto, ON M5S 2B1
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.

Order(s) of the Inspector

Ordre(s) de l'inspecteur

Pursuant to section 153 and/or
section 154 of the *Long-Term
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2007, c. 8

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l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

**RENSEIGNEMENTS RELATIFS AUX RÉEXAMENS DE DÉCISION ET AUX
APPELS**

PRENEZ AVIS :

Le/la titulaire de permis a le droit de faire une demande de réexamen par le directeur de cet ordre ou de ces ordres, et de demander que le directeur suspende cet ordre ou ces ordres conformément à l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée.

La demande au directeur doit être présentée par écrit et signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au/à la titulaire de permis.

La demande écrite doit comporter ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le/la titulaire de permis souhaite que le directeur examine;
- c) l'adresse du/de la titulaire de permis aux fins de signification.

La demande de réexamen présentée par écrit doit être signifiée en personne, par courrier recommandé, par messagerie commerciale ou par télécopieur, au :

Directeur
a/s du coordonnateur/de la coordonnatrice en matière d'appels
Direction de l'inspection des foyers de soins de longue durée
Ministère des Soins de longue durée
1075, rue Bay, 11^e étage
Toronto ON M5S 2B1
Télécopieur : 416-327-7603

Order(s) of the Inspector**Ordre(s) de l'inspecteur**

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

Aux termes de l'article 153 et/ou de
l'article 154 de la *Loi de 2007 sur les
foyers de soins de longue durée*, L.O.
2007, chap. 8

Quand la signification est faite par courrier recommandé, elle est réputée être faite le cinquième jour qui suit le jour de l'envoi, quand la signification est faite par messagerie commerciale, elle est réputée être faite le deuxième jour ouvrable après le jour où la messagerie reçoit le document, et lorsque la signification est faite par télécopieur, elle est réputée être faite le premier jour ouvrable qui suit le jour de l'envoi de la télécopie. Si un avis écrit de la décision du directeur n'est pas signifié au/à la titulaire de permis dans les 28 jours de la réception de la demande de réexamen présentée par le/la titulaire de permis, cet ordre ou ces ordres sont réputés être confirmés par le directeur, et le/la titulaire de permis est réputé(e) avoir reçu une copie de la décision en question à l'expiration de ce délai.

Le/la titulaire de permis a le droit d'interjeter appel devant la Commission d'appel et de révision des services de santé (CARSS) de la décision du directeur relative à une demande de réexamen d'un ordre ou des ordres d'un inspecteur ou d'une inspectrice conformément à l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée. La CARSS est un tribunal autonome qui n'a pas de lien avec le ministère. Elle est créée par la loi pour examiner les questions relatives aux services de santé. Si le/la titulaire décide de faire une demande d'audience, il ou elle doit, dans les 28 jours de la signification de l'avis de la décision du directeur, donner par écrit un avis d'appel à la fois à :

la Commission d'appel et de révision des services de santé et au directeur

À l'attention du/de la registrateur(e)
Commission d'appel et de révision
des services de santé
151, rue Bloor Ouest, 9e étage
Toronto ON M5S 1S4

Directeur
a/s du coordonnateur/de la coordonnatrice en matière
d'appels
Direction de l'inspection des foyers de soins de longue durée
Ministère des Soins de longue durée
1075, rue Bay, 11e étage
Toronto ON M5S 2B1
Télécopieur : 416-327-7603

À la réception de votre avis d'appel, la CARSS en accusera réception et fournira des instructions relatives au processus d'appel. Le/la titulaire de permis peut en savoir davantage sur la CARSS sur le site Web www.hsarb.on.ca.

Issued on this 18th day of September, 2020

Signature of Inspector /

Signature de l'inspecteur :

Name of Inspector /

Nom de l'inspecteur : Cassandra Taylor

Service Area Office /

Bureau régional de services : London Service Area Office