



**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**

Central West Service Area Office  
500 Weber Street North  
WATERLOO ON N2L 4E9  
Telephone: (888) 432-7901  
Facsimile: (519) 885-9454

Bureau régional de services du  
Centre-Ouest  
500 rue Weber Nord  
WATERLOO ON N2L 4E9  
Téléphone: (888) 432-7901  
Télécopieur: (519) 885-9454

## **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
May 31, 2018	2018_737640_0018	010983-18	Complaint

### **Licensee/Titulaire de permis**

The Regional Municipality of Peel  
7120 Hurontario Street 6th Floor MISSISSAUGA ON L5W 1N4

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

Tall Pines Long Term Care Centre  
1001 Peter Robertson Blvd. BRAMPTON ON L6R 2Y3

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

HEATHER PRESTON (640)

## **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): May 30, 2018**

**This inspection was conducted as an off-site inspection for a complaint, intake #010983-18 related to refusal to accept an applicant for admission to the home.**

**During the course of the inspection, the inspector(s) spoke with Director of Care and the Central West Local Health Integration Network.**

**The following Inspection Protocols were used during this inspection:  
Admission and Discharge**



During the course of this inspection, Non-Compliances were issued.

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

### NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

#### Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

#### Legendé

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.



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**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 44.  
Authorization for admission to a home**

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

**s. 44. (7) The appropriate placement co-ordinator shall give the licensee of each selected home copies of the assessments and information that were required to have been taken into account, under subsection 43 (6), and the licensee shall review the assessments and information and shall approve the applicant's admission to the home unless,**

**(a) the home lacks the physical facilities necessary to meet the applicant's care requirements; 2007, c. 8, s. 44. (7).**

**(b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements; or 2007, c. 8, s. 44. (7).**

**(c) circumstances exist which are provided for in the regulations as being a ground for withholding approval. 2007, c. 8, s. 44. (7).**

**Findings/Faits saillants :**



1. The licensee failed to take into account the assessments and information under subsection 43 (6), and approve an applicant's admission to the home unless: a) the home lacked the physical facilities necessary to meet the applicant's care requirements; b) the staff of the home lacked the nursing expertise necessary to meet the applicant's care requirements; or c) circumstances existed which were provided for in the regulations as being a ground for withholding approval.

As a result of a complaint inspection related to a refusal to accept applicant #001 for admission, the Long-Term Care Homes (LTCH) Inspector was provided a copy of the home's refusal to admit letter sent to the applicant, by the Central West Local Health Integration Network (CW LHIN).

Applicant #001 was deemed eligible for admission to long-term care by a Placement Coordinator in November 2016, and had applied to Tall Pines Long Term Care Centre at that time.

On a specified date in January 2017, the home sent a letter of refusal to accept the applicant for admission stating that the home had reviewed the application and were not able to meet the applicant's needs.

During an interview with the Director of Care (DOC) by the LTCH Inspector, they stated they did not have a file or copy of the original application and were unable to provide detailed explanation of the refusal to accept the applicant for admission.

The LTCH Inspector reviewed the required elements of the refusal to accept an applicant with the DOC. The DOC stated they were not aware of the requirements that must be included in the letter of refusal to accept an applicant for admission.

The DOC acknowledged the refusal to accept the applicant for admission and was not able to validate the legislative rationale for the refusal. [s. 44. (7)]



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***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 the licensee must take into account the assessments and information under subsection 43 (6), and approve an applicant's admission to the home unless: a) the home lacks the physical facilities necessary to meet the applicant's care requirements; b) the staff of the home lack the nursing expertise necessary to meet the applicant's care requirements: or c) circumstances exist which were provided for in the regulations as being a ground for withholding approval, to be implemented voluntarily.***

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Issued on this 27th day of June, 2018

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

**Original report signed by the inspector.**