



**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**

Ottawa Service Area Office  
347 Preston St Suite 420  
OTTAWA ON K1S 3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347 rue Preston bureau 420  
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Télécopieur: (613) 569-9670

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

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<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>
Mar 23, 2018	2018_621547_0004	003524-18	Complaint

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

Royal Ottawa Health Care Group  
1141 Carling Avenue OTTAWA ON K1Z 7K4

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

Royal Ottawa Place  
1145 Carling Avenue OTTAWA ON K1Z 7K4

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

LISA KLUKE (547)

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## **Inspection Summary/Résumé de l'inspection**

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

**This inspection was conducted on the following date(s): February 21, 22, 2018 (on-site) and March 15, 16, 22, 23, 2018 (off-site)**

**This inspection was conducted regarding a complaint log #003524-18 regarding concerns for the Licensee not following regulations by correctly alternating basic accommodation between community clients and residents in the home requesting internal transfer to basic accommodation.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Manager of Resident and Family Services and the Office Coordinator.**

**In addition, over the course of this inspection, the Inspector reviewed the home's records regarding resident admissions, resident internal transfers and resident rates.**

**Ad-hoc notes were used during this inspection.**

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

**2 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>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. 260. Every licensee of a long-term care home shall ensure that no more than 60 per cent of the licensed bed capacity of the home is designated as preferred accommodation. O. Reg. 79/10, s. 260.**

**Findings/Faits saillants :**



1. The Licensee of the Long-Term Care home has failed to ensure that no more than 60 per cent of the licensed bed capacity of the home is designated as preferred accommodation.

The Long-Term Care (LTC) home has 70 licensed LTC beds. There are two resident floors that each have two wings. Each wing has six basic accommodations and ten preferred accommodations bed capacity. The home currently has 40 beds designated as preferred accommodation. The home received permission from the Director of LTC Inspections Branch to place six preferred bed accommodations in abeyance during a specified time frame. The calculation for the preferred accommodation capacity with the 70 bed license would be 42 preferred accommodation beds. The preferred accommodations in abeyance are to be reduced in this calculation to 36 preferred accommodation beds.

As such, the home is above the 60% bed capacity designated as preferred accommodation by four preferred accommodation beds. [s. 260.]

***Additional Required Actions:***

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

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**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 207. Transfer list**

Specifically failed to comply with the following:

**s. 207. (1) Every licensee of a long-term care home shall keep a transfer list consisting of,**

**(a) the names of the residents of the home who are requesting a transfer from preferred accommodation in the home to basic accommodation in the home; O. Reg. 79/10, s. 207 (1).**

**(b) the names of the residents of the home who are requesting a transfer from private accommodation in the home to semi-private accommodation in the home; O. Reg. 79/10, s. 207 (1).**

**(c) the names of the residents of the home who are requesting a transfer from basic accommodation in the home to semi-private accommodation in the home; O. Reg. 79/10, s. 207 (1).**

**(d) the names of the residents of the home who are requesting a transfer from basic accommodation in the home to private accommodation in the home; O. Reg. 79/10, s. 207 (1).**

**(e) the names of the residents of the home who are requesting a transfer from semi-private accommodation in the home to private accommodation in the home; O. Reg. 79/10, s. 207 (1).**

**(f) the names of residents of the home who are requesting a transfer from a bed that is closing within 16 weeks to another bed in the home; and O. Reg. 79/10, s. 207 (1).**

**(g) where the home has a unit or area within the home that is primarily engaged in serving the interests of persons of a particular religion, ethnic origin or linguistic origin, the names of residents,**

**(i) who are requesting a transfer to the unit or area or out of the unit or area and based on the class of accommodation requested, and**

**(ii) who are in the unit or area and are requesting a change in class of accommodation within that unit or area. O. Reg. 79/10, s. 207 (1).**

**s. 207. (5) In filling vacancies for basic accommodation, the licensee shall alternate on a bed-by-bed basis between,**

**(a) residents who are requesting a transfer from preferred accommodation in the home to basic accommodation; and O. Reg. 79/10, s. 207 (5).**

**(b) admissions authorized by the appropriate placement co-ordinator. O. Reg. 79/10, s. 207 (5).**



**Findings/Faits saillants :**

1. The Licensee of the Long-Term Care home has failed to ensure that a transfer list was kept consisting of the names of residents of the home who are requesting a transfer from preferred accommodation in the home to basic accommodation in the home.

A complaint was submitted to the Director on a specified date, related to concerns that the Licensee was not following regulations by correctly alternating basic accommodation between community clients and residents in the home requesting internal transfer to basic accommodation, as required by this section.

The Administrator provided Inspector #547 a copy of the home's internal transfer lists as requested by Inspector #547 for a specified period. The home provided a list to Inspector #547 of residents that had transferred rooms within the home during this period. This list did not identify the transfers from preferred to basic accommodation.

The Manager of Resident and Family Services indicated that they managed the home's admission, internal transfers and discharges. The Manager of Resident and Family Services indicated that the home did not keep a transfer list consisting of the names of residents of the home who are requesting a transfer from preferred accommodation in the home to basic accommodation in the home.

The Manager of Resident and Family Services and the Office Coordinator indicated that when residents/families in the home indicated that the resident no longer would pay the preferred accommodation rates, the Office Coordinator would change the resident's rates to basic accommodation rates. The home was not aware that they were required to place these resident names on an internal transfer list for this change in accommodation rates.

As such, the Licensee of the Long-Term Care home has failed to ensure that they kept a transfer list consisting of the names of the residents of the home who are requesting a transfer from preferred accommodation to basic accommodation in the home. [s. 207. (1) (a)]

2. Inspector #547 reviewed the home's filling of vacancies for basic accommodation in the home.

The home provided Inspector #547 a list of vacancies as requested by Inspector #547 for a specified review period. Inspector #547 observed that the home had only two basic



accommodation vacancies out of 12 bed vacancies during this period.

The Manager of Resident and Family Services indicated that they managed all the vacancies of the home and that for this specified period requested for review, there were only two basic accommodation vacancies. The Manager of Resident and Family Services identified vacancies as empty rooms versus vacancy to a basic accommodation rate. The Manager of Resident and Family Services indicated that one basic accommodation room was filled by an admission authorized by the appropriate placement coordinator on a specified date. Prior to this date, the internal changes to basic accommodation were as follows:

- Resident #001 from a specified basic accommodation to another preferred accommodation at basic accommodation rate in room as the resident could not afford preferred accommodation rates,
- Resident #002 from a specified preferred accommodation to specified basic accommodation room as the resident previously was living in a preferred accommodation paying basic accommodation rates,
- Resident #003 from a specified preferred accommodation rate room to a specified basic accommodation rate room as requested by the resident in the home and
- Resident #004 from a specified preferred accommodation rate room to a specified basic accommodation rate room as requested.

The Office Coordinator indicated that there was no direct community admission to a designated basic accommodation room authorized by a placement coordinator until a specified date during this specified review period. The Manager of Resident and Family Services and the Office Coordinator indicated to Inspector #547 that several residents in the home occupied rooms at basic accommodation rates, including those residents living in preferred accommodation rooms designated for preferred accommodation rates. The Manager of Resident and Family Services indicated that they will ask the Office Manager to change from preferred accommodation to basic accommodation rates when residents or their Substitute Decision Makers make a request to do so. The Office Manager will then replace a preferred accommodation rate with a basic accommodation designation rate internally with residents in the home. This leads to no basic accommodations designated beds made available to community client admissions authorized by the placement coordinator.

As such, the Licensee has failed to ensure that upon filling vacancies for basic accommodation, the Licensee shall alternate on a bed-by-bed basis between residents



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who are requesting a transfer from preferred accommodation in the home to basic accommodation; and admissions authorized by the appropriate placement coordinator.  
[s. 207. (5)]

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**Issued on this 4th day of April, 2018**

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

**Original report signed by the inspector.**





**Ministry of Health and  
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**Ministère de la Santé et  
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**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

**Ordre(s) de l'inspecteur**

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 Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de longue durée  
Inspection de soins de longue durée**

**Public Copy/Copie du public**

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**Name of Inspector (ID #) /**

**Nom de l'inspecteur (No) :** LISA KLUKE (547)

**Inspection No. /**

**No de l'inspection :** 2018\_621547\_0004

**Log No. /**

**No de registre :** 003524-18

**Type of Inspection /**

**Genre d'inspection:** Complaint

**Report Date(s) /**

**Date(s) du Rapport :** Mar 23, 2018

**Licensee /**

**Titulaire de permis :** Royal Ottawa Health Care Group  
1141 Carling Avenue, OTTAWA, ON, K1Z-7K4

**LTC Home /**

**Foyer de SLD :** Royal Ottawa Place  
1145 Carling Avenue, OTTAWA, ON, K1Z-7K4

**Name of Administrator /**

**Nom de l'administratrice**

**ou de l'administrateur :** Nicoleta Burcea

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To Royal Ottawa Health Care Group, you are hereby required to comply with the following order(s) by the date(s) set out below:



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et  
des Soins de longue durée**

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
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de soins de longue durée*, L.O. 2007, chap. 8

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**Order # /**

**Ordre no :** 001

**Order Type /**

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

**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 260. Every licensee of a long-term care home shall ensure that no more than 60 per cent of the licensed bed capacity of the home is designated as preferred accommodation. O. Reg. 79/10, s. 260.

**Order / Ordre :**

The Licensee must be compliant with O.Reg.79/10, s.260.

Specifically, the Licensee shall ensure that:

a)The Long-Term Care home shall increase the 24 designated number of basic accommodation beds in the home to 28 designated basic accommodation beds. The Licensee shall reduce the number of designated preferred accommodation beds as vacancies occur in the home.

**Grounds / Motifs :**



**Ministry of Health and  
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**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
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**Ministère de la Santé et  
des Soins de longue durée**

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
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1. The Licensee of the Long-Term Care home has failed to ensure that no more than 60 per cent of the licensed bed capacity of the home is designated as preferred accommodation.

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As such, the home is above the 60% bed capacity designated as preferred accommodation by four preferred accommodation beds. (547)

**This order must be complied with by /**

**Vous devez vous conformer à cet ordre d'ici le :** Jun 01, 2018



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**Ministère de la Santé et  
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**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 Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
Fax: 416-327-7603



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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:

Health Services Appeal and Review Board and the Director

Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON M5S 2T5

Director  
c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Health and 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](http://www.hsarb.on.ca).



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## **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 de la Santé et des Soins de longue durée  
1075, rue Bay, 11e étage  
Toronto ON M5S 2B1  
Télécopieur : 416 327-7603



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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)  
151, rue Bloor Ouest, 9e étage  
Toronto ON M5S 2T5

Directeur  
a/s du coordonnateur/de la coordonnatrice en matière  
d'appels  
Direction de l'inspection des foyers de soins de longue durée  
Ministère de la Santé et 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](http://www.hsarb.on.ca).

**Issued on this 23rd day of March, 2018**

**Signature of Inspector /  
Signature de l'inspecteur :**





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**Name of Inspector /**

**Nom de l'inspecteur :**

Lisa Kluke

**Service Area Office /**

**Bureau régional de services : Ottawa Service Area Office**