



Ministry of Health and Long-Term Care

Ministère de la Santé et des Soins de longue durée

Inspection Report under the Long-Term Care Homes Act, 2007

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division  
 Performance Improvement and Compliance Branch  
 Division de la responsabilisation et de la performance du système de santé  
 Direction de l'amélioration de la performance et de la conformité

Toronto Service Area Office  
 55 St. Clair Avenue West, 8th Floor  
 TORONTO, ON, M4V-2Y7  
 Telephone: (416) 325-9297  
 Facsimile: (416) 327-4486

Bureau régional de services de Toronto  
 55, avenue St. Clair Ouest, 8<sup>ième</sup> étage  
 TORONTO, ON, M4V-2Y7  
 Téléphone: (416) 325-9297  
 Télécopieur: (416) 327-4486

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Feb 16, 17, 22, 28, 29, 2012	2012_102116_0008	Follow up

**Licensee/Titulaire de permis**

SOUTHLAKE RESIDENTIAL CARE VILLAGE  
 640 GRACE STREET, NEWMARKET, ON, L3Y-2L1

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

SOUTHLAKE RESIDENTIAL CARE VILLAGE  
 640 GRACE STREET, NEWMARKET, ON, L3Y-2L1

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

SARAN DANIEL-DODD (116)

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

The purpose of this inspection was to conduct a Follow up inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Registered and direct care staff members.

During the course of the inspection, the inspector(s) reviewed the homes medication policy and reviewed medication administration records (MAR) for identified residents.

The following Inspection Protocols were used during this inspection:

Medication

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités

<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>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>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</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. 126. Every licensee of a long-term care home shall ensure that drugs remain in the original labelled container or package provided by the pharmacy service provider or the Government of Ontario until administered to a resident or destroyed. O. Reg. 79/10, s. 126.**

**Findings/Faits saillants :**

1. The licensee failed to ensure that prescribed drugs for resident's remained in the original labeled container or package.

-On February 16, 2012, the inspector observed pre-poured medication for an identified resident stored within a medication bin contained in a medication cart. The Registered staff member assigned to the medication cart confirmed the pre-pouring of the medication and signing the medication administration record (MAR) indicating the medication had been administered.

-On February 17, 2012, the inspector observed pre-poured narcotic medication stored in a medication cup in a storage bin assigned to an identified resident in a medication cart. The Registered staff member assigned to the medication cart confirmed the pre-pouring of the narcotic medication to the inspector.

- An order for O.Reg 79/10 s.126 was previously issued on inspection 2011\_193\_2955\_07Jan093711 on January 11, 2011.

**Additional Required Actions:**

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

**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 129. Safe storage of drugs  
Specifically failed to comply with the following subsections:**

s. 129. (1) Every licensee of a long-term care home shall ensure that,  
 (a) drugs are stored in an area or a medication cart,  
 (i) that is used exclusively for drugs and drug-related supplies,  
 (ii) that is secure and locked,  
 (iii) that protects the drugs from heat, light, humidity or other environmental conditions in order to maintain efficacy, and  
 (iv) that complies with manufacturer's instructions for the storage of the drugs; and  
 (b) controlled substances are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart. O. Reg. 79/10, s. 129 (1).

**Findings/Faits saillants :**



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Long-Term Care

Inspection Report under  
the Long-Term Care  
Homes Act, 2007

Ministère de la Santé et des  
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Rapport d'inspection  
prévus le Loi de 2007 les  
foyers de soins de longue

1. The licensee failed to ensure that controlled substances for an identified resident were stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart.

-On February 17, 2012, the inspector observed pre-poured narcotic medication prescribed to an identified resident stored in a medication cup in the medication cart, which was not double locked. The Registered staff member confirmed the pre-pouring of the narcotic medication to the inspector.

**Additional Required Actions:**

**CO # - 002 will be served on the licensee. Refer to the "Order(s) of the Inspector".**

Issued on this 2nd day of March, 2012

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

A handwritten signature in cursive script, appearing to read "C. Panu" followed by a flourish.



**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  
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

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité

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<b>Name of Inspector (ID #) / Nom de l'inspecteur (No) :</b>	SARAN DANIEL-DODD (116)
<b>Inspection No. / No de l'inspection :</b>	2012_102116_0008
<b>Type of Inspection / Genre d'inspection:</b>	Follow up
<b>Date of Inspection / Date de l'inspection :</b>	Feb 16, 17, 22, 28, 29, 2012
<b>Licensee / Titulaire de permis :</b>	SOUTHLAKE RESIDENTIAL CARE VILLAGE 640 GRACE STREET, NEWMARKET, ON, L3Y-2L1
<b>LTC Home / Foyer de SLD :</b>	SOUTHLAKE RESIDENTIAL CARE VILLAGE 640 GRACE STREET, NEWMARKET, ON, L3Y-2L1
<b>Name of Administrator / Nom de l'administratrice ou de l'administrateur :</b>	TERRY COLLINS

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To SOUTHLAKE RESIDENTIAL CARE VILLAGE, 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  
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*

**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. 126. Every licensee of a long-term care home shall ensure that drugs remain in the original labelled container or package provided by the pharmacy service provider or the Government of Ontario until administered to a resident or destroyed. O. Reg. 79/10, s. 126.

**Order / Ordre :**

The licensee shall ensure all drugs prescribed for any resident remain in the original labeled container or package provided by the pharmacy service provider or the Government of Ontario until administered to the resident or destroyed.

**Grounds / Motifs :**

1. 1. The licensee failed to ensure that prescribed drugs for resident's remained in the original labeled container or package.

-On February 16, 2012, the inspector observed pre-poured medication for an identified resident stored within a medication bin contained in a medication cart. The Registered staff member assigned to the medication cart confirmed the pre-pouring of the medication and signing the medication administration record (MAR) indicating the medication had been administered.

-On February 17, 2012, the inspector observed pre-poured narcotic medication stored in a medication cup in a storage bin assigned to an identified resident in a medication cart. The Registered staff member assigned to the medication cart confirmed the pre-pouring of the narcotic medication to the inspector.

- An order for O.Reg 79/10 s.126 was previously issued on inspection 2011\_193\_2955\_07Jan093711 on January 11, 2011. (116)

**This order must be complied with by /  
Vous devez vous conformer à cet ordre d'ici le :** Mar 02, 2012



**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  
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

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**Order # /**  
**Ordre no :** 002      **Order Type /**  
**Genre d'ordre :** Compliance Orders, s. 153. (1) (a)

**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 129. (1) Every licensee of a long-term care home shall ensure that,  
(a) drugs are stored in an area or a medication cart,  
(i) that is used exclusively for drugs and drug-related supplies,  
(ii) that is secure and locked,  
(iii) that protects the drugs from heat, light, humidity or other environmental conditions in order to maintain efficacy, and  
(iv) that complies with manufacturer's instructions for the storage of the drugs; and  
(b) controlled substances are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart. O. Reg. 79/10, s. 129 (1).

**Order / Ordre :**

The licensee shall ensure that all controlled substances for all residents are to be stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart.

**Grounds / Motifs :**

1. 1. The licensee failed to ensure that controlled substances for an identified resident were stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart.

-On February 17, 2012, the inspector observed pre-poured narcotic medication prescribed to an identified resident stored in a medication cup in the medication cart, which was not double locked. The Registered staff member confirmed the pre-pouring of the narcotic medication to the inspector. (116)

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

**Vous devez vous conformer à cet ordre d'ici le :** Mar 02, 2012



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 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

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 or by fax upon:

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

Director
c/o Appeals Clerk
Performance Improvement & Compliance Branch
Ministry of Health & Long Term Care
1075 Bay St, 11th floor, Toronto ON M5S 2B1

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.

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
Performance Improvement and Compliance Branch
Ministry of Health and Long-Term Care
55 St. Clair Avenue West
Suite 800, 8th Floor
Toronto, ON M4V 2Y2
Fax: 416-327-7603

1075 Bay street
11th floor
M5S 2B1

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.



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section 154 of the *Long-Term Care  
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**Ordre(s) de l'inspecteur**  
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de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

**RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL**

**PRENDRE AVIS**

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

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

La demande de réexamen doit contenir ce qui suit :

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

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au :

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
55, avenue St. Clair Ouest  
8e étage, bureau 800  
Toronto (Ontario) M4V 2Y2  
Télécopieur : 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.

En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire  
Commission d'appel et de révision des services de santé  
151, rue Bloor Ouest, 9e étage  
Toronto (Ontario) M5S 2T5

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
55, avenue St. Clair Ouest  
8e étage, bureau 800  
Toronto (Ontario) M4V 2Y2  
Télécopieur : 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Issued on this 29th day of February, 2012**

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

**Name of Inspector /**

**Nom de l'inspecteur :** SARAN Daniel-Dodd

**Service Area Office /**

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