

**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**

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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>
Sep 28, 2020	2020_747725_0009	011536-20	Complaint

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**Licensee/Titulaire de permis**

The Corporation of the Municipality of Chatham-Kent  
519 King Street West CHATHAM ON N7M 1G8

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

Riverview Gardens  
519 King Street West CHATHAM ON N7M 1G8

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

CASSANDRA TAYLOR (725)

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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): September 16-18 and 21-23, 2020.**

**The following intake was completed during this complaint inspection:  
Log # 011536-20 - relating to admissions and refusals of applicants.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, acting Director of Care and Social Worker.**

**The inspector also reviewed Long-Term Care Home admission applications and applicable documentation.**

**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**

<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 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 has failed to ensure that 12 applicant's admission to the home was approved 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; and (c) circumstances existed which were provided for in the regulations as being a ground for withholding approval.

A Complaint was submitted to the Ministry of Long-Term Care (MLTC) relating to admission refusals. Review of the documentation provided by the home indicated that during the time frame of March 2020, to September 2020, 12 applicants had received refusal letters, relating to wandering, exit seeking and responsive behaviours. During an interview on September 17, 2020, with the Administrator, acting Director of Care and Social Worker it was indicated that the home had a secure unit and an internal Behavioural Support Outreach (BSO) team. The home indicated that they have had residents that have wandering, exit seeking, and responsive behaviours reside in the home previously and currently.

Sources: Interview with Administrator, Acting DOC and Social Worker, Long-Term Care home applications and refusal letters.

The licensee has failed to ensure that applications were denied based on circumstances provided in the regulations as being a ground to withhold approval. [s. 44. (7)]

***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 to ensure that an applicant's admission to the home was approved 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; and (c) circumstances existed 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 28th day of September, 2020**

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

**Original report signed by the inspector.**