

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

 Toronto Service Area Office  
55 St. Clair Avenue West, 8<sup>th</sup> Floor  
Toronto ON M4V 2Y7

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55, avenue St. Clair Ouest, 8<sup>ème</sup> étage  
Toronto, ON M4V 2Y7

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

 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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 Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> April 20, 21, 27, 2011	<b>Inspection No/ d'inspection</b> 2011_113_2967_20Apr105137	<b>Type of Inspection/Genre d'inspection</b> Follow up T-3139-10 T-3149-10
<b>Licensee/Titulaire</b> The Ontario Mission of the Deaf, 2395 Bayview Avenue, North York, ON M2L 1A2 FAX: 416-449-8881		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Bob Rumball Home For The Deaf, 1 Royal Parkside Drive, Barrie, ON L4M 0C4		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Jane Carruthers #113		

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a follow up inspection to resolve outstanding Compliance Orders.

During the course of the inspection, the inspector spoke with: The Administrator, Director of Care, Environmental Service Manager, and Registered Staff.

During the course of the inspection, the inspector: conducted a walk through of Resident Home Areas, reviewed Residents' Plans of Care, and Bed Rail Policy.

The following Inspection Protocols were used in part or in whole during this inspection: Accommodation Services – Maintenance, Personal Support Services, and Safe and Secure Home Inspection Protocols.

Findings of Non-Compliance were found during this inspection. The following action was taken:

[1] WN

[1] CO: CO # 001

Corrected Non-Compliance is listed in the section titled Corrected Non-Compliance.

**NON-COMPLIANCE / (Non-respectés)**
**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régisseur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

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.)

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c. 8, s. 6 (1) (c).  
**Every licensee of a long-term care home shall ensure there is a written plan of care for each resident that sets out,**  
**(c) clear directions to staff and others who provide direct care to the resident.**

**Findings:**

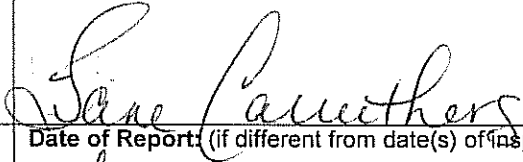
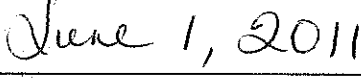
1. The plan of care had not been changed after there was a bed rail assessment for an identified Resident's bed. After the assessment, the bed rails were changed. The plan of care had not been changed and still provided instructions for staff to provide care with the original bed rails.
2. After assessments had been made for the safe positioning of an identified Resident while in bed watching television, there was no documentation in the plan of care to ensure safe positioning.

**Inspector ID #:** 113

**Additional Required Actions:**

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

CORRECTED NON-COMPLIANCE Non-respects à Corrigé				
REQUIREMENT EXIGENCE	TYPE OF ACTION/ORDER	ACTION/ ORDER #	INSPECTION REPORT #	INSPECTOR ID #
O. Reg 79/10, s. 15 (1)	CO	001	2010_101_2967_15Dec134607	113
LTCHA, 2007, S.O. 2007, c.8, s. 6(4)(a)	CO	002	2010_109_2967_15Dec134626 2010_101_2967_15Dec134607	113
LTCHA, 2007, S.O. 2007, c.8, s.6 (7)	CO	003	2010_109_2967_15Dec134626 2010_101_2967_15Dec134607	113
O. Reg. 79/10 s. 17 (1) (b)	CO	004	2010_109_2967_15Dec134626 2010_101_2967_15Dec134607	113
O. Reg 79/10, s. 36	CO	005	2010_109_2967_15Dec134626 2010_101_2967_15Dec134607	113
O. Reg 79/10 s. 15 (1) (a) (b)	CO	006	2010_109_2967_15Dec134626 2010_101_2967_15Dec134607	113
LTCHA, 2007, S.O. 2007, c.8, s. 15 (2)	CO	007	2010_109_2967_15Dec134626 2010_101_2967_15Dec134607	113
O. Reg. 79/10 s. 23	CO	008	2010_109_2967_15Dec134626 2010_101_2967_15Dec134607	113
LTCHA, 2007, S.O. 2007, c.8, s. 19 (1)	VPC		2010_109_2967_15Dec134626 2010_101_2967_15Dec134607	113

Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné		Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.	
		 Jane Caruthers	
Title:	Date:	Date of Report: (if different from date(s) of inspection).	
		 June 1, 2011	

## 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*

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Name of Inspector:</b>	Jane Carruthers	<b>Inspector ID #</b> 113
<b>Log #:</b>	T-3139-10 and T-3149-10	
<b>Inspection Report #:</b>	2011_113_2867_20Apr105137	
<b>Type of Inspection:</b>	Follow up	
<b>Date of Inspection:</b>	April 20, 21, 27, 2011	
<b>Licensee:</b>	The Ontario Mission of the Deaf, 2395 Bayview Avenue, North York, ON M2L 1A2	
<b>LTC Home:</b>	Bob Rumball Home For The Deaf, 1 Royal Parkside Drive, Barrie, ON L4M 0C4	
<b>Name of Administrator:</b>	Shirley Cassel	

To The Ontario Mission of the Deaf, you are hereby required to comply with the following order(s) by the date(s) set out below:

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order, Section 153 (1)(a)
<b>Pursuant to:</b> LTCHA, 2007, S.O. 2007, c. 8, s. 6 (1) (c). <b>Every licensee of a long-term care home shall ensure there is a written plan of care for each resident that sets out,</b> <b>(c) clear directions to staff and others who provide direct care to the resident.</b>			
<b>Order:</b> The licensee shall ensure there is a written plan of care for each resident with clear directions to staff and others who provide care to the resident.			
<b>Grounds:</b> 1. The plan of care had not been changed after there was a bed rail assessment for an identified Resident's bed. After the assessment, the bed rails were changed. The plan of care had not been changed and still provided instructions for staff to provide care with the original bed rails.			

2. After assessments had been made for the safe positioning of an identified Resident while in bed watching television, there was no documentation in the plan of care to ensure safe positioning.

This order must be complied with by: June 1, 2011

### 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 service for the Licensee.

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

Director  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Ave. West  
Suite 800, 8<sup>th</sup> floor  
Toronto, ON M4V 2Y2  
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 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 group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

Health Services Appeal and Review Board and the  
Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON  
M5S 2T5

Director  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
55 St. Claire Avenue, West  
Suite 800, 8<sup>th</sup> Floor  
Toronto, ON M4V 2Y2

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).



Issued on this 1st day of June, 2011.	
Signature of Inspector:	<i>Jane Carruthers</i>
Name of Inspector:	Jane Carruthers
Service Area Office:	Toronto Service Area – Newmarket Office