

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report	
Report Issue Date: July 17, 2023	
Inspection Number: 2023-1448-0002	
Inspection Type: Complaint	
Licensee: The Women's Christian Association of London	
Long Term Care Home and City: McCormick Home, London	
Lead Inspector Cheryl McFadden (745)	Inspector Digital Signature
Additional Inspector(s) Ali Nasser (523)	

INSPECTION SUMMARY
<p>The inspection occurred onsite on the following date(s): June 2, 5, 6 and 9, 2023. The inspection occurred offsite on the following date(s): June 7 and 8, 2023.</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> • Intake: #00085914 and #00089089 - IL-12226/12406/13743: complaint related to air temperature and cooling requirements. • Intake: #00085968 - IL-12247-LO/12291/13283: complaint related to air temperature and cooling requirements. • Intake: #00089063 - IL-13735: complaint related to air temperature in the home.

The following **Inspection Protocols** were used during this inspection:

- Resident Care and Support Services
- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Air Temperatures

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 24 (2) 1.

The licensee has failed to ensure that the air temperatures were measured and documented in writing in at least two resident bedrooms in different parts of the home.

Summary and Rationale

The Ministry received three complaints related to the home temperature being too hot.

Inspector #745 observed hot temperatures on the third floor of the home.

Personal Support Workers told inspector #745 there had been complaints by residents and visitors of high temperatures in the home.

Environmental Services Manager (ESM) stated the third floor was warmer than other floors, that the home was not monitoring temperatures and that their understanding was they were only required to measure and document temperatures from May 15 - September 15.

Administrator confirmed the home was unable to provide air temperature records that were measured and documented in writing in at least two resident bedrooms in different parts of the home.

The home policy titled "Air Temperatures and Heat Related illness Prevention and Management Plan" included

1. The Manager of Environmental Services or designate is responsible to monitor and record air temperatures three times a day, in the following areas of the Home: O. Reg. 246/22, s. 24 (2)
 - a. At least two resident bedrooms in different parts of the Home.

Sources: Observations of home areas, resident rooms, record review, interviews with residents, PSWs, Environmental Services Manager, Administrator and home Policy.

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WRITTEN NOTIFICATION: Air Temperatures

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 24 (2) 2.

The licensee failed to ensure that the temperature was measured and documented in writing in one resident common area on every floor of the home, including a lounge, dining area, or corridor.

Summary and Rationale

The Ministry received three complaints related to the home temperature being too hot.

Inspector #745 observed hot temperatures on the third floor of the home.

Personal Support Workers told inspector #745 there had been complaints by residents and visitors of high temperatures in the home.

Environmental Services Manager (ESM) stated the third floor was warmer than other floors, that the home was not monitoring temperatures and that their understanding was they were only required to take temperatures from May 15 - September 15.

Administrator confirmed the home was unable to provide air temperatures records that were measured and documented in writing in at least one resident common area on every floor of the home.

The home policy titled "Air Temperatures and Heat Related illness Prevention and Management Plan" included

1. The Manager of Environmental Services or designate is responsible to monitor and record air temperatures three times a day, in the following areas of the Home: O. Reg. 246/22, s. 24 (2)
- b. One resident common area on every floor of the Home, which may include a lounge, dining area or corridor.

Sources: Observations of home areas, resident rooms, record review, interviews with residents, PSWs, Environmental Services Manager, Administrator and home Policy.

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WRITTEN NOTIFICATION: Air Temperature

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 24 (2) 3.

The licensee failed to ensure that the air temperatures required to be measured in at least two resident bedrooms in different parts of the home and one resident common area on every floor of the home, which may include a lounge, dining area or corridor, were documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

Summary and Rationale

The Ministry received three complaints related to the home temperature being too hot.

Inspector #745 observed hot temperatures on the third floor of the home.

Residents stated they found it hot on many days.

Interviews with PSW and RN stated the third floor is hotter than the others and they are aware of resident and family complaints about the temperature.

Environmental Services Manager confirmed that a piece of the homes cooling system that moves the air was not functioning properly and parts were ordered to repair it by the homes HVAC provider. They stated they were not documenting the home temperatures. An ALERT system was installed to monitor temperatures in the home. They were unable to provide inspector #745 with documented written air temperatures and air temperatures produced from the ALERT system three times a day as required.

Administrator confirmed they were aware the third floor was hotter than other areas of the home and the maintenance team was responsible for temperature monitoring and documentation.

The home policy titled "Air Temperatures and Heat Related illness Prevention and Management Plan" included

4. The air temperatures will be monitored and documented at least:
 - a. Once every morning,
 - b. Once every afternoon between 1200 hrs. and 1700 hrs. and

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- c. Once every evening or night. O. Reg. 246/22, 24 (4)

There was a moderate risk that high temperatures in the home would not be identified when the home failed to document air temperatures in the home at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

Sources: Observations of resident rooms, record review, interviews with resident's, PSW, RN, Environmental Services Manager, Administrator and home Policy.
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WRITTEN NOTIFICATION: Air Temperatures

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 23.1 (3) 1.

The licensee has failed to ensure that air conditioning is operating and is used in accordance to manufacturer's instructions in resident's rooms, to maintain the temperature at a comfortable level for the residents.

Rationale and Summary

The Ministry received three complaints related to the home temperature being too hot.

Inspector #745 observed hot temperatures on the third floor of the home.

Residents stated they found it hot on many days.

Interviews with PSW, RN and Administrator confirmed they were aware the third floor was hotter than other areas of the home and family and residents had complained of the hot temperatures.

Environmental Services Manager stated they were aware the third floor was hotter than other floors on certain days and they were aware of complaints related to the temperature on the floor.

The home policy titled "Air Temperatures and Heat Related illness Prevention and Management Plan" included

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“Maintaining a safe and comfortable temperature is required for long-term care homes year-round. Staff from various disciplines within the McCormick Care Group will work together to identify, prevent, and mitigate the risk factors and symptoms associated with air temperatures, whether excessive heat or cold.”

There was increased risk to the residents related to the elevated temperatures in resident rooms and the residents stated that they were uncomfortable.

Sources: Observations of resident rooms, record review, interviews with resident’s, PSW, RN and Environmental Services Manager, Administrator and home Policy.

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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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