

**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**

Central East Service Area Office
33 King Street West, 4th Floor
OSHAWA ON L1H 1A1
Telephone: (905) 440-4190
Facsimile: (905) 440-4111

Bureau régional de services de
Centre-Est
33, rue King Ouest, étage 4
OSHAWA ON L1H 1A1
Téléphone: (905) 440-4190
Télécopieur: (905) 440-4111

Amended Public Copy/Copie modifiée du rapport public

Report Date(s)/ Date(s) du Rapport	Inspection No/ No de l'inspection	Log #/ No de registre	Type of Inspection / Genre d'inspection
Mar 17, 2021	2021_763116_0003 (A1)	003639-21	Other

Licensee/Titulaire de permis

The Mennonite Home Association of York County
123 Weldon Road Stouffville ON L4A 0G8

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

Parkview Home Long-Term Care
123 Weldon Road Stouffville ON L4A 0G8

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

Amended by SARAN DANIEL-DODD (116) - (A1)

Amended Inspection Summary/Résumé de l'inspection modifié

Direction #3 was removed from CO #001

Issued on this 17th day of March, 2021 (A1)

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

Original report signed by the inspector.

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Licensee/Titulaire de permisThe Mennonite Home Association of York County
123 Weldon Road Stouffville ON L4A 0G8**Long-Term Care Home/Foyer de soins de longue durée**Parkview Home Long-Term Care
123 Weldon Road Stouffville ON L4A 0G8**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

Amended by SARAN DANIEL-DODD (116) - (A1)

Amended Inspection Summary/Résumé de l'inspection

**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**

The purpose of this inspection was to conduct an Other inspection.

This inspection was conducted on the following date(s): March 3, 4, 5, 8, 9, 2021.

Log #003639-21 related to safe and secure environment.

During the course of the inspection, the inspector(s) spoke with the Acting Executive Director, Director of Care (DOC), Assistant Director of Care (ADOC), employee health nurse and registered staff members (RN & RPN).

**The following Inspection Protocols were used during this inspection:
Safe and Secure Home**

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

1 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>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. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents. 2007, c. 8, s. 5.

Findings/Faits saillants :

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durée**

(A1)

1. The licensee has failed to ensure that the home is a safe and secure environment for its residents.

As per Minister's Directive, Long-term care home surveillance testing and access to homes, issued pursuant to s. 174.1 of the Long-Term Care Homes Act, 2007, (effective date of January 8, 2021 and updated on February 16, 2021), related to surveillance testing and access to LTC homes that are not experiencing a specified outbreak, every licensee shall ensure that staff working in or visiting a long-term care home take a required test at an established frequency in designated public health unit regions or shutdown zones.

The home is located in a public health unit which was included in a province-wide shutdown during a specified period and in a zone which required testing to be done at an established frequency.

The testing data report submitted to the Ministry of Long Term Care (MLTC) indicated that an unknown number of staff members missed the scheduled swabbing clinic for a reported period, entered the home and passed through the screening process. In interviews with registered staff #'s 102, #105 and PSW #106, it was confirmed that staff members did not have a required test completed prior to entering the home and worked on several dates over an established period.

By failing to ensure the staff members were tested prior to entering the home, there was a risk of further transmission of a virus in the home.

RESOURCES: Mandatory Data Reporting submitted to the Ministry's Health Data Collection service website weekly by the home. Minister's directive: Long-term care home surveillance testing and access to homes dated January 8, 2021 and updated on February 16, 2021. Interviews with RN staff #'s 102, 105 and PSW #106 [s. 5.]

Additional Required Actions:

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

**(A1)
The following order(s) have been amended / Le/les ordre(s) suivant(s) ont été
modifiés: CO# 001**

Issued on this 17th day of March, 2021 (A1)

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

Original report signed by the inspector.

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 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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**Name of Inspector (ID #) /
Nom de l'inspecteur (No) :** Amended by SARAN DANIEL-DODD (116) - (A1)

**Inspection No. /
No de l'inspection :** 2021_763116_0003 (A1)

**Appeal/Dir# /
Appel/Dir#:**

**Log No. /
No de registre :** 003639-21 (A1)

**Type of Inspection /
Genre d'inspection :** Other

**Report Date(s) /
Date(s) du Rapport :** Mar 17, 2021(A1)

**Licensee /
Titulaire de permis :** The Mennonite Home Association of York County
123 Weldon Road, Stouffville, ON, L4A-0G8

**LTC Home /
Foyer de SLD :** Parkview Home Long-Term Care
123 Weldon Road, Stouffville, ON, L4A-0G8

**Name of Administrator /
Nom de l'administratrice
ou de l'administrateur :** Karen Gayman

To The Mennonite Home Association of York County, you are hereby required to
comply with the following order(s) by the date(s) set out below:

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 # /**No d'ordre:** 001**Order Type /****Genre d'ordre :** Compliance Orders, s. 153. (1) (a)**Pursuant to / Aux termes de :**

LTCHA, 2007 S.O. 2007, c.8, s. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents.
2007, c. 8, s. 5.

Order / Ordre :

(A1)

The licensee must be compliant with s. 5 of the LTCHA.

1). Staff working in the home must take Antigen Tests or PCR Tests in accordance with and at the frequency prescribed in the Minister's Directive: COVID-19: long-term care home surveillance testing and access to homes.

2). Maintain a documented record of all staff who complete the required tests (PCR or Antigen Tests) and provide such document to the inspector upon request.

Grounds / Motifs :

1. The licensee has failed to ensure that the home is a safe and secure environment for its residents.

As per Minister's Directive: Long-term care home surveillance testing and access to homes, issued pursuant to s. 174.1 of the Long-Term Care Homes Act, 2007, (effective date of January 8, 2021 and updated on February 16, 2021), related to surveillance testing and access to LTC homes that are not experiencing an outbreak of a specified virus, every licensee shall ensure that staff working in or visiting a long-term care home take a required test every seven days in designated public health unit regions or shutdown zones.

The home is located in a public health unit which was included in the province-wide shutdown effective December 26, 2020, in a zone which required testing to be done

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

every seven days.

The testing data report submitted to the Ministry of Long Term Care (MLTC) indicated that an unknown number of staff members missed the scheduled swabbing clinic for a reported period, entered the home and passed through the screening process. In interviews with Registered staff #'s 102, #105 and PSW #106, it was confirmed that staff members did not have a required completed prior to entering the home and worked on several dates over an established period.

By failing to ensure the staff members were tested prior to entering the home, there was a risk of further transmission of a virus in the home.

RESOURCES: Mandatory Data Reporting submitted to the Ministry's Health Data Collection service website weekly by the home. Minister's directive: Long-term care home surveillance testing and access to homes dated January 8, 2021 and updated on February 16, 2021. Interviews with RN staff #'s 102, 105 and PSW #106 [s. 5].

An order was made by taking the following factors into account:

Severity: There was actual risk of harm to the residents due as there potential for possible transmission of infectious agents due to staff not participating in the implementation of surveillance testing.

Scope: The scope of this non-compliance is isolated as it relates to two out of 8 untested staff reviewed during the inspection.

Compliance History: In the previous 36 months, multiple WNs, VPCs and one CO were issued to the home related to different sub-sections of the legislation.

(116)

This order must be complied with by /

Vous devez vous conformer à cet ordre d'ici le :

Mar 15, 2021

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, commercial courier or by fax upon:

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
1075 Bay Street, 11th Floor
Toronto, ON M5S 2B1
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, 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:

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 Services Appeal and Review Board and the Director

Attention Registrar
Health Services Appeal and Review Board
151 Bloor Street West, 9th Floor
Toronto, ON M5S 1S4

Director
c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of 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.

Order(s) of the Inspector

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section 154 of the *Long-Term
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2007, c. 8

Ordre(s) de l'inspecteur

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2007, chap. 8

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

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

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foyers de soins de longue durée*, L.O.
2007, chap. 8

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)
Commission d'appel et de révision
des services de santé
151, rue Bloor Ouest, 9e étage
Toronto ON M5S 1S4

Directeur
a/s du coordonnateur/de la coordonnatrice en matière
d'appels
Direction de l'inspection des foyers de soins de longue durée
Ministère 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.

Issued on this 17th day of March, 2021 (A1)

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

**Name of Inspector /
Nom de l'inspecteur :**

Amended by SARAN DANIEL-DODD (116) - (A1)

Order(s) of the Inspector

Pursuant to section 153 and/or
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**Service Area Office /
Bureau régional de services :**

Central East Service Area Office