

**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) 440-4111Bureau régional de services de  
Centre-Est  
33, rue King Ouest, étage 4  
OSHAWA ON L1H 1A1  
Téléphone: (905) 440-4190  
Télécopieur: (905) 440-4111**Public Copy/Copie du rapport public**

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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>
Mar 26, 2021	2021_784762_0008	004512-21	Other

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**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**

MOSES NEELAM (762)

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

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

**This inspection was conducted on the following date(s): March 23 and 24, 2021**

**The following intake was completed in this other/ follow up inspection:**

**Log related to safe and secure home**

**During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC), Director of Property and Environmental Services (DOPES), Employee Health Nurse (EHN), Nursing Aide (NA), Environmental Aide (EA) and registered staff members (RNs).**

**During the course of this inspection the inspector observed infection prevention and control practices, resident and staff interactions, and conducted observation on resident home areas.**

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

**Infection Prevention and Control**

**Safe and Secure Home**

**During the course of this 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>

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**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 :**

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

As per Minister's Directive, COVID-19: 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 last updated on March 15, 2021), related to surveillance testing and access to LTC homes that are not experiencing an outbreak of COVID-19, every licensee shall ensure that staff working in or visiting a Long-Term care home (LTCH) take an two to three antigen tests per week or upon entry into a LTCH in public health unit regions in orange, red, grey or shutdown zones. The LTCH is located in York Region public health unit which was included in the province-wide shutdown effective December 26, 2020 and then moved into the red zone as of February 22, 2021. A review of collected testing data in the LTCH indicated that one staff member did not have COVID-19 antigen test completed prior to entering the home and worked on the units. By failing to ensure the staff members were tested for COVID-19 prior to entering the home, there was a risk of transmission of the COVID-19 virus in the home.

SOURCES: Excel documents named "COVID-19 Antigen Rapid Test Results Tracker"; Minister's directive: COVID-19: Long-term care home surveillance testing and access to homes dated January 8, 2021 and updated on March 15, 2021; Staff schedules; Interviews with EHN #101, NA #103 and DOC #100

***Additional Required Actions:***

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

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**Issued on this 26th day of March, 2021**

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

**Original report signed by the inspector.**

**Order(s) of the Inspector**

**Ordre(s) de l'inspecteur**

Pursuant to section 153 and/or  
section 154 of the *Long-Term  
Care Homes Act, 2007*, S.O.  
2007, c. 8

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

**Public Copy/Copie du rapport public**

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**Name of Inspector (ID #) /**

**Nom de l'inspecteur (No) :** MOSES NEELAM (762)

**Inspection No. /**

**No de l'inspection :** 2021\_784762\_0008

**Log No. /**

**No de registre :** 004512-21

**Type of Inspection /**

**Genre d'inspection:** Other

**Report Date(s) /**

**Date(s) du Rapport :** Mar 26, 2021

**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

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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**

**Ordre(s) de l'inspecteur**

Pursuant to section 153 and/or section 154 of the *Long-Term Care Homes Act, 2007*, S.O. 2007, c. 8

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 :**

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

1). Casual and Part time 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). Continue, as before to provide the documented record of all casual and part time staff who complete the required tests (PCR or Antigen Tests) to the inspector upon request.

**Grounds / Motifs :**

1. Compliance order #001 related to LTCHA, 2007 S.O. 2007, c.8, s. 5 from inspection 2021\_763116\_0003 issued on March 12, 2021, and Amended on March 17, 2021, with a compliance due date of March 15, 2021, is being re-issued as follows:

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

As per Minister's Directive, COVID-19: 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 last updated on March 15, 2021), related to surveillance testing and access to LTC homes that are not experiencing an outbreak of COVID-19, every licensee shall ensure that staff working in or visiting a Long-Term care home (LTCH) take an two to three

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antigen tests per week or upon entry into a LTCH in public health unit regions in orange, red, grey or shutdown zones.

The LTCH is located in York Region public health unit which was included in the province-wide shutdown effective December 26, 2020 and then moved into the red zone as of February 22, 2021. A review of collected testing data in the LTCH indicated that one staff member did not have COVID-19 antigen test completed prior to entering the home and worked on the units. By failing to ensure the staff members were tested for COVID-19 prior to entering the home, there was a risk of transmission of the COVID-19 virus in the home.

**SOURCES:** Excel documents named "COVID-19 Antigen Rapid Test Results Tracker"; Minister's directive: COVID-19: Long-term care home surveillance testing and access to homes dated January 8, 2021 and updated on March 15 ,2021; Staff schedules; Interviews with EHN #101, NA #103 and DOC #100

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

**Severity:** There was serious risk of harm to the residents as there was a 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 one staff who was untested out of the 12 staff reviewed during the inspection.

**Compliance History:** A compliance order (CO) is being re-issued for the licensee failing to comply with s. 5 of LTCHA, 2007 S.O. 2007, c.8,. This section was issued on March 12, 2021, and Amended on March 17, 2021, with a compliance due date of March 15, 2021. One other CO was issued to the home in the past 36 months to a different subsection. (762)

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

Mar 30, 2021



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2007, c. 8

Aux termes de l'article 153 et/ou de  
l'article 154 de la *Loi de 2007 sur les  
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2007, chap. 8

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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**

**Ordre(s) de l'inspecteur**

Pursuant to section 153 and/or  
section 154 of the *Long-Term  
Care Homes Act, 2007*, S.O.  
2007, c. 8

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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](http://www.hsarb.on.ca).

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2007, c. 8

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l'article 154 de la *Loi de 2007 sur les  
foyers de soins de longue durée*, L.O.  
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, 11<sup>e</sup> étage  
Toronto ON M5S 2B1  
Télécopieur : 416-327-7603

**Order(s) of the Inspector****Ordre(s) de l'inspecteur**

Pursuant to section 153 and/or  
section 154 of the *Long-Term  
Care Homes Act, 2007*, S.O.  
2007, c. 8

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

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](http://www.hsarb.on.ca).

**Issued on this 26th day of March, 2021**

**Signature of Inspector /**

**Signature de l'inspecteur :**

**Name of Inspector /**

**Nom de l'inspecteur :** Moses Neelam

**Service Area Office /**

**Bureau régional de services :** Central East Service Area Office