

**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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**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>
Jun 7, 2021	2021_841679_0013	003672-21	Complaint

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**Licensee/Titulaire de permis**

Riverside Health Care Facilities Inc.  
110 Victoria Avenue Fort Frances ON P9A 2B7

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

Rainycrest  
550 Osborne Street Fort Frances ON P9A 3T2

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

MICHELLE BERARDI (679)

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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): May 17-21, 25-27, and June 4, 2021, as an off-site inspection.**

**The following intake was inspected upon during this inspection:**

**- One intake related to visitation restrictions.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Executive Vice President of Clinical Services and Chief Nursing Executive (CNE), Clinical Manager, Manager of Environmental Health for the Northwestern Health Unit and the Manager of Infectious Diseases for the Northwestern Health Unit.**

**The Inspector also conducted a review of relevant records and policies.**

**The following Inspection Protocols were used during this inspection:  
Reporting and Complaints**

**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. 3. Residents' Bill of Rights**

**Specifically failed to comply with the following:**

**s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

**14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference. 2007, c. 8, s. 3 (1).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that residents had the right to receive visitors of their choice without interference.

A complaint was submitted to the Ministry of Long-Term Care, regarding visitation restrictions. The complaint indicated that the home had required those traveling from outside the Fort Frances region to isolate for seven days prior to entering the home.

As per the Ministry of Long-Term Care's COVID-19 visiting policy, Long-Term Care Homes are responsible for supporting residents in receiving visitors, while mitigating the risk of exposure to COVID-19. The policy further indicates that if the local public health unit was in the Orange (Restrict), Red (Control) or Grey (Lockdown) levels in the provincial COVID-19 Response Framework: Keeping Ontario Safe and Open, or if the home was in outbreak, only essential visitors were permitted to the home and a maximum of one caregiver per resident may visit at a time.

On January 14, 2021, a provincial emergency was declared, and a stay-at-home order was issued. The Assistant Deputy Minister addressed a memo to Long-Term Care Home Stakeholders that indicated that these enhanced measures did not impact the current requirements for essential visits to long-term care homes and that during the declared provincial emergency, all homes were required to follow the applicable requirements and restrictions based on the Grey (Lockdown) zone.

A document titled "Riverside COVID Response Update: Rainycrest Outbreak Declared Over and New Visitor Restrictions" dated March 1, 2021, indicated for long-term care, all visitors who had traveled outside of the Rainy River district, with the exception of Nester Falls or Onigaming in the past 7-days were required to isolate for seven days prior to visiting, with proof of a negative COVID-19 test.

In an interview with the Administrator, they indicated that the requirement for seven day isolation was put in place by the corporate office, but that the restrictions were coinciding with public health restrictions, which encouraged individuals not to travel outside their district. In an interview with the Executive Vice President, Clinical Service and CNE, they indicated that the decision to implement a seven-day isolation requirement was based off public health's guidance to restrict non-essential travel. The Executive Vice President, Clinical Service and CNE indicated there were exceptions for essential caregivers, which were considered on a case by case basis.

In an interview with the Manager of Infectious Disease for the Northwestern Health Unit, they indicated that the requirement to have visitors isolating for seven days prior to entering the long-term care home when traveling from different district, was not consistent with the recommendations from the public health unit. The Manager of Infectious Disease indicated that the public health unit did not have any requirements for isolation when traveling within the region, which included the Rainy River district and Kenora. The Manager of Infectious Disease indicated that they encourage homes to follow the current screening requirements and directives.

Sources: Complaint intake; Ministry of Long-Term Care's COVID-19 Visiting Policy; Record Review including document titled "Riverside COVID Response Update: Rainycrest Outbreak Declared Over and New Visitor Restrictions" dated March 1, 2021; Interviews with the Executive Vice President, Clinical Service and CNE, Administrator, Manager of Infectious Disease for the Northwestern Health Unit and other staff. [s. 3. (1) 14.]

***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 ensuring that the following resident right is fully respected and promoted: Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference, to be implemented voluntarily.***

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**Issued on this 8th day of June, 2021**

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

**Original report signed by the inspector.**