

**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**

Ottawa Service Area Office
347 Preston St Suite 420
OTTAWA ON K1S 3J4
Telephone: (613) 569-5602
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa
347 rue Preston bureau 420
OTTAWA ON K1S 3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Apr 9, 2021	2021_765541_0004	003958-21	Complaint

Licensee/Titulaire de permis

AON Inc.
307 Aylmer Street Peterborough ON K9L 7M4

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

Moira Place Long-Term Care Home
415 River Street West P.O. Box 200 Tweed ON K0K 3J0

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

AMBER LAM (541)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): March 31 and April 1, 2021

Log #003958-21: a complaint about essential caregivers was inspected

During the course of the inspection, the inspector(s) spoke with an essential caregiver, a resident and the Administrator. In addition the inspector reviewed policies related to essential caregivers.

The following Inspection Protocols were used during this inspection:

**Dignity, Choice and Privacy
Infection Prevention and Control**

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 fully respect and promote that every resident had the right to receive visitors of his or her choice.

COVID-19 Directive #3 for Long-Term Care Homes under the LTCHA, 2007 issued under section 77.7 of the Health Protection and Promotion Act (HPPA), R.S.O 1990, c.H.7 states that Long-Term Care Homes must have a visitor policy in place that is compliant with this Directive and is guided by applicable policies, amended from time to time, from the MLTC (Ministry of Long-Term Care).

Policy “COVID-19: visiting long-term care homes”, is a supplement to Directive #3 and was last updated December 26, 2020. The policy indicates that "a caregiver is a type of essential visitor who is designated by the resident and/or their substitute decision maker and is visiting to provide direct care to the resident (eg. supporting feeding, mobility, personal hygiene, cognitive stimulation, communication, meaningful connection, relational continuity and assistance in decision making)". It further states that 2 caregivers may be designated per resident at a time and that the decision to designate an individual as a caregiver is entirely the remit of the resident and/or their substitute decision-maker and not the home.

The licensee created and implemented a policy titled “Approving Essential Caregiver Visitors” revised December 2020, whereby the home reviews all requests for an individual to be an essential caregiver and determines if they will be approved.

Effective December 26, 2020 the home reviewed the number of essential caregivers who could enter the home, stated their criteria was if the essential care giver was not providing something that the staff could not provide, they were precluded from visiting.

The home indicated wanting some control over the number of essential visitors allowed to enter the home. As a result, the residents' right to receive visitors of their choice was not fully respected and promoted.

Sources: Provincial Directive #3 and Provincial policy “COVID-19: visiting long-term care homes”, the home’s policy #IPC-H-55 “Approving Essential Caregiver Visitors”, progress notes for resident #001, interview with essential caregiver for resident #001 and Administrator. [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 to 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, to be implemented voluntarily.

Issued on this 12th day of April, 2021

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

Original report signed by the inspector.