

**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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Nov 12, 2020	2020_747725_0010	018931-20	Complaint

Licensee/Titulaire de permis

Schlegel Villages Inc.
325 Max Becker Drive Suite. 201 KITCHENER ON N2E 4H5

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

The Village at St. Clair
1800 Talbot Road WINDSOR ON N9H 0E3

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

CASSANDRA TAYLOR (725)

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): September 24, 25, 28 - 30 and October 1, 2, 5, and November 3, 2020.

The following complaint intake was completed within this inspection;

Log#018931-20 - relating to concerns of withholding applications for admissions.

During the course of the inspection, the inspector(s) spoke with the General Manager, the Director of Care, the Assistant Director of Care and a Neighbourhood Coordinator.

**The following Inspection Protocols were used during this inspection:
Admission and Discharge**

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. 104.
Beds allowed under licence****Findings/Faits saillants :**

1. The licensee has failed to ensure that 25 beds that are allowed under the license were occupied or made available for occupation and failed to obtain written permission from the Director for them not to be available for occupancy.

A complaint was submitted to the Ministry of Long-Term Care relating to the home not admitting to their secure beds. During staff interviews with the General Manager, Director of Care (DOC), Assistant Director of Care (ADOC) #102 and the Neighbourhood Coordinator #103 it was indicated that they began to not fill secure beds sometime in the beginning of March 2020. On November 3, 2020, it was confirmed by the DOC that the home had 25 unoccupied secure beds. It was also confirmed that the home did not place the unoccupied beds into abeyance or receive written permission from the director to place the beds not available for occupancy.

Closing beds without permission from the Director presented a potential risk for applicants to not be able to access the Long-Term Care system for support.

Sources: Staff interview with General Manager, DOC, ADOC #102, NC #103. [s. 104.]

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 25 beds that are allowed under the license are occupied or are available for occupation or to obtain written permission from the Director for them not to be available for occupancy, to be implemented voluntarily.

Issued on this 16th day of November, 2020

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

Original report signed by the inspector.