



Ministry of Health and  
Long-Term Care

Inspection Report under  
the Long-Term Care  
Homes Act, 2007

Ministère de la Santé et des  
Soins de longue durée

Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée

Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch

Division de la responsabilisation et de la  
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Aug 29, 2013	2013_230134_0013	O-000720- 13, O- 000813-13	Complaint

**Licensee/Titulaire de permis**

OMNI HEALTH CARE LIMITED PARTNERSHIP  
1840 LANSDOWNE STREET WEST, UNIT 12, PETERBOROUGH, ON, K9K-2M9

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

ALMONTE COUNTRY HAVEN  
333 COUNTRY STREET, P.O. BOX 250, ALMONTE, ON, K0A-1A0

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

COLETTE ASSELIN (134)

**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): August 22 and 23, 2013

During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC), Registered Nurse (RN), Registered Practical Nurse (RPN) and several Personal Support Workers.

During the course of the inspection, the inspector(s) reviewed the identified residents' health records, toured the unit, observed call bells in every room, checked several beds for entrapment and reviewed the hot water monitoring record.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Dignity, Choice and Privacy

Responsive Behaviours

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 90. Maintenance services**

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

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,  
(k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).**

**Findings/Faits saillants :**



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1. The licensee failed to comply with the O. Reg. s. 90 (2) (k), in that although the home has a procedure to monitor water temperature once per shift, it was not complied with consistently.

The home has a daily water temperature procedure, which provides direction to staff on monitoring hot water temperature so it does not exceed 120F (49C) or go below 104F (40C).

The monitoring record provides dates and random locations where the hot water temperature needs to be taken. The tub room is identified as an area where hot water is to be monitored, however the tub rooms are locked and not accessible to residents.

On August 22, 2013, the inspector reviewed the hot water temperature monitoring records for the months of June to August 2013. It was noted that the monitoring of the hot water in random locations where residents have access to hot water, was not done consistently.

As such the hot water temperature is not monitored once per shift in random locations where residents have access to hot water. [s. 90. (2) (k)]

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Issued on this 29th day of August, 2013

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

*Casseli, LTCM Inspector #134*