



Ministry of Health and  
Long-Term Care

Ministère de la Santé et des Soins  
de longue durée

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

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

Long-Term Care Homes Division  
Long-Term Care Inspections Branch

Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée

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## Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jan 2, 2019	2018_486653_0032	030751-18	Complaint

### Licensee/Titulaire de permis

AXR Operating (National) LP, by its general partners  
c/o Revera Long Term Care Inc. 5015 Spectrum Way, Suite 600 MISSISSAUGA ON  
L4W 0E4

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

Bay Ridges  
900 Sandy Beach Road PICKERING ON L1W 1Z4

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

ROMELA VILLASPIR (653)

## 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): November 22, and 23, 2018.**

**Complaint log #030751-18 related to cold temperatures in the dining rooms, had been inspected.**

**During the course of the inspection, the inspector conducted air temperature observations and measurements, reviewed the Home Area Temperature Recording Forms, Bay Ridges LTC Centre – Air, Water Temperature & Humidity Record forms, and invoices from the home's contractor.**

**During the course of the inspection, the inspector(s) spoke with the residents, Personal Support Workers (PSWs), Registered Practical Nurses (RPNs), Registered Nurses (RNs), Quality Control Manager (QCM), Regional Director for Operations of Long-Term Care (RDOLTC), and the interim Executive Director (iED).**

**The following Inspection Protocols were used during this inspection:  
Safe and Secure Home**

**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**

Legend	Légende
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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. 21. Every licensee of a long-term care home shall ensure that the home is maintained at a minimum temperature of 22 degrees Celsius. O. Reg. 79/10, s. 21.**

**Findings/Faits saillants :**

1. The licensee had failed to ensure that the home was maintained at a minimum temperature of 22 degrees Celsius.

On an identified date, the Ministry of Health and Long-Term Care (MOHLTC) received a



complaint through the ACTIONline regarding the cold temperature in the dining rooms.

A telephone interview with the complainant indicated it was always cold in an identified dining room. The complainant stated in the month of November, the complainant had checked the dining room temperatures on the wall thermometer of two identified home areas after supper, and noted the temperatures were 19 and 20 degrees Celsius (C) on two separate occasions.

A review of the family forum meeting minutes dated November 1, 2018, indicated the following under open forum/ concerns: Cold air return blowing in dining rooms. Residents have identified they find it cold. The Regional Director for Operations of Long-Term Care (RDOLTC), interim Executive Director (iED), and the Environmental Services Manager (ESM) were present in the forum.

Observations had been conducted in the dining room of each home area on November 22, 2018, by Inspector #653 with the Quality Control Manager (QCM). Air temperatures in each dining room were measured by the QCM using a Fluke 62 MAX plus infrared hand-held thermometer, with the exception of the outside walls near the windows. Observations revealed temperatures were below 22 degrees C in the following home areas:

#### Dunmore Park

-At 1112hrs, the air temperature of the main dining room was measured using the hand-held thermometer which read 21.9 degrees C at table two, 21.7 degrees C at table one, 21.4 degrees C at table four, 21.7 degrees C at table three, 21.7 degrees C at tables seven and eight, and 21.9 degrees C at table nine.

#### Alderwood

-At 1116hrs, the air temperature of the main dining room was measured using the hand-held thermometer which read 21.4 degrees C at tables three, four, five, and eight, and 21 degrees C at tables nine and ten.

#### Mitchell Park

-At 1120hrs, the air temperature of the main dining room was measured using the hand-held thermometer which read 21.9 degrees C at table two, 21.4 degrees C at table three, 20 degrees C at table eight, and 20.8 degrees C at table nine.

-At 1240hrs, air temperature of the main dining room was measured using the hand-held thermometer which read 21.9 degrees C at table eight, and 21.7 degrees C at table nine.



A review of the Home Area Temperature Recording Forms from November 6, 2018 onwards, revealed temperature readings in the home area dining rooms that were below the minimum requirement of 22 degrees C:

**Dunmore Park**

- November 10, morning and day: 21.6 degrees C,
- November 11, day: 20.9 degrees C.

**Alderwood**

- November 6, morning: 21.9 degrees C,
- November 7, morning: 21.6, day: 21.9, and evening: 21.5 degrees C,
- November 8, morning: 20.1, day: 21.4 degrees C,
- November 9, morning: 21.6 degrees C.

**Sandy Beach**

- November 6, morning: 21.6 degrees C,
- November 7, morning: 21.4, day: 21.7 degrees C,
- November 8, morning: 21.7 degrees C,
- November 11, day: 21.4 degrees C.

A review of the Bay Ridges LTC Centre – Air, Water Temperature & Humidity Record forms from the months of October and November 2018, revealed temperature readings below the minimum requirement of 22 degrees C in resident rooms and a spa room.

Further review of the Bay Ridges LTC Centre – Air, Water Temperature & Humidity Record documents from the months of October and November 2018, revealed no recorded temperature readings in the designated locations in the home on the following dates:

- October 1, 2, 3, 8, 13, 18, 21, 22, 24, 25, 27, and 31, 2018,
- November 2, 10, 23, 24, 25, 26, 27, 28, 29, and 30, 2018.

A review of the home's contractor's invoice from an identified date, indicated a technician was in the home and assessed the temperatures in an identified dining room reported at 68 degrees Fahrenheit (20 degrees C). The technician indicated a new ignition module was required.



An interview with the QCM indicated they were filling in for the home's ESM who was on leave of absence, and that it had only been about a week and a half that they had been working in the home. The QCM further indicated they were employed under the home's contracted service provider for environmental services. The QCM indicated they were aware that the home must be maintained at a minimum temperature of 22 degrees C. When asked by the inspector how the home ensures this requirement is satisfied, the QCM stated it was by checking the air temperatures.

The QCM indicated their awareness of a complaint related to the cold temperatures in the dining rooms, and stated that the home had started measuring temperatures in the dining rooms and recording them on the Home Area Temperature Recording Form. The QCM indicated they had been taking the temperatures three times a day, when they come in the morning between 0800hrs and 0830hrs, around lunch time between 1230hrs and 1330hrs, and before leaving the home between 1530hrs and 1600hrs. The QCM stated if they noted the temperatures were below 22 degrees C two consecutive times within the same day, then they would call the home's contractor.

During an interview with resident #001, they had indicated they found it cold in an identified dining room at breakfast, lunch, and dinner. Resident #001 further indicated the temperature was not right and the home was aware of the issue. During an interview, resident #004 had indicated that in an identified dining room, they sit directly under the vent that blows cool air on the back of their neck. The resident further indicated they found it cold and would usually wear thick clothing in the dining room. Resident #004 stated the temperatures vary day to day.

Interviews with Registered Practical Nurse (RPN) #100 and Registered Nurse (RN) #101 indicated there were certain areas in the identified dining room that tend to be cold because of the cool air blowing from the vent. RN #101 further indicated they had a couple of cold days in October, and that the temperature is getting better at present time. Both staff indicated they had previously addressed the cold temperatures in the dining room to the ESM.

An interview with Personal Support Worker (PSW) #102 indicated an identified dining room tend to be very cold at times, especially during breakfast between 0800hrs and 0900hrs.

An interview with Registered Staff (RS) #103 indicated it gets too cold in an identified





dining room at breakfast, lunch, and dinner. During the interview, RS #103 stated they were about to ask the environmental staff to fix the temperature in the dining room as it was cold at that time. An interview with PSW #104 indicated it gets cold in the identified dining room at breakfast and lunch due to the cool air blowing from the vent.

During an interview, RPN #105 indicated that the Dunmore Park nurse was responsible for checking the air temperatures, and the RPN showed to the inspector the Bay Ridges LTC Centre – Air, Water Temperature & Humidity Record forms located in the Dunmore Park nursing station. Subsequently, Inspector #653 showed the Bay Ridges LTC Centre – Air, Water Temperature & Humidity Record forms dated October and November 2018, to the QCM and the iED during separate interviews, and both were not familiar with the form.

On an identified date and time, the RDOLTC indicated to the inspector that the home does not have a policy related to checking the air temperatures, however, they were aware that the home is to be maintained at a minimum temperature of 22 degrees C. The RDOLTC further indicated air temperatures were only monitored if concerns were raised, like in the recent family forum meeting, a family member had complained about the cold temperatures in the dining room. The RDOLTC stated the home had reached out to their contractor, and they had also started to take the air temperatures in the dining rooms.

A follow-up interview with the QCM on an identified date, they had revealed that during the lunch meal service that day, a family member from an identified home area complained to a staff member that it was cold in the dining room. At the time, a Heating, Ventilation, and Air Conditioning (HVAC) technician from the home's contractor was present in the home, and the QCM checked the make-up air unit with the technician and found out that the make-up air unit sensor was not calibrated to the thermostat. The QCM indicated that temperatures were not being taken in the home prior to the complaint and was not able to confirm if the minimum temperature had been maintained.

An interview with the iED indicated they were aware that the home's temperature must be maintained at a minimum temperature of 22 degrees C, and when asked by the inspector how the home ensures this requirement is satisfied, the ED stated it was through preventative maintenance by the contractor coming in the home on a quarterly basis.

As per observations, record reviews, and interviews, the home's temperature had not been maintained at a minimum of 22 degrees C on the above mentioned dates.



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The licensee had failed to ensure that the home was maintained at a minimum temperature of 22 degrees Celsius. [s. 21.]

***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 home is maintained at a minimum temperature of 22 degrees Celsius, to be implemented voluntarily.***

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Issued on this 2nd day of January, 2019

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

Original report signed by the inspector.