

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District
33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Original Public Report

Report Issue Date: July 27, 2023	
Inspection Number: 2023-1379-0004	
Inspection Type: Complaint	
Licensee: AXR Operating (National) LP, by its general partners	
Long Term Care Home and City: Bay Ridges, Pickering	
Lead Inspector Rodolfo Ramon (704757)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 7, 10 to 12, 2023.

The following intake(s) were inspected:

- Complaints regarding the air conditioning in the home

The following **Inspection Protocols** were used during this inspection:

Infection Prevention and Control
Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: AIR TEMPERATURE

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 24 (4)

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The licensee has failed to ensure that for a resident bedroom that was not served by air conditioning, the temperature was measured and documented in writing once a day in the afternoon between 12:00 pm and 5:00 pm.

Rationale and Summary

A complaint was sent to the Ministry of Long Term Care regarding elevated temperatures in the home.

According to a resident's clinical records, the resident did not want their air conditioning in their room. The air conditioning unit was removed from their room.

The Environmental Services Manager (ESM) and Heavy Duty (HD) staff #100 acknowledged the resident's room temperatures were not being recorded between 12:00 pm and 5:00 pm.

Failure to take the resident's room temperature between 12:00 pm. and 5:00 pm prevented the home from identifying potentially higher temperatures, placing the resident at risk of a heat related illness.

Sources: Resident's room temperature logs, interviews with the HD staff #100 and the ESM.
[704757]

WRITTEN NOTIFICATION: AIR CONDITIONING REQUIREMENTS

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 23.1 (3) 1.

The licensee has failed to ensure that the central air conditioning was operating in the home.

Rationale and Summary

A complaint was sent to the Ministry of Long Term Care regarding elevated temperatures in the home.

The home's temperature logs indicated that temperatures in a Resident Home Area (RHA) were above 26 degrees Celsius during the month of July 2023. A resident verified that the temperature of the home area was not at a comfortable level.

A review of the home's records showed that the central air conditioning unit in the RHA suffered a complete malfunction.

The ESM informed the inspector that a request for repair was submitted, however the repair would not occur until October 2023 as the parts needed to repair the unit would not arrive until then.

Failure to ensure that the air conditioning was operating in the RHA placed the residents at risk of heat related illness.

Sources: The home's email communications, The RHA's temperature logs, interviews with a resident and the ESM.



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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