



**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**

**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 # / Registre no | Type of Inspection / Genre d'inspection |
|--|---|--------------------------------|--|
| Feb 16, 2017 | 2017_630589_0002 | 032597-16 | Complaint |

Licensee/Titulaire de permis

THE JEWISH HOME FOR THE AGED
3560 BATHURST STREET NORTH YORK ON M6A 2E1

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

THE JEWISH HOME FOR THE AGED (2824)
3560 BATHURST STREET NORTH YORK ON M6A 2E1

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

JOANNE ZAHUR (589)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): January 26, 31, February 3, 7 and 14, 2017.

During the course of the inspection, the inspector(s) spoke with the Director of Care and Resident Experience (DOC&RE), Toronto Central-Community Care Access Centre coordinator (TC-CCACC), the applicant and Centralized Intake and Assessment Triage Team (CIATT) inspector.

During the course of the inspection, the inspector(s) reviewed relevant legislative requirements, conducted telephone interviews and reviewed the TC-CCAC application.

**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)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

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).

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 LTCHA, 2007 S.O. 2007, c.8, s. 44. Authorization for admission to a home

Specifically failed to comply with the following:

- s. 44. (9) If the licensee withholds approval for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,**
- (a) the ground or grounds on which the licensee is withholding approval; 2007, c. 8, s. 44. (9).**
 - (b) a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care; 2007, c. 8, s. 44. (9).**
 - (c) an explanation of how the supporting facts justify the decision to withhold approval; and 2007, c. 8, s. 44. (9).**
 - (d) contact information for the Director. 2007, c. 8, s. 44. (9).**

s. 44. (10) The persons referred to in subsection (9) are the following:

- 1. The applicant. 2007, c. 8, s. 44. (10).**
- 2. The Director. 2007, c. 8, s. 44. (10).**
- 3. The appropriate placement co-ordinator. 2007, c. 8, s. 44. (10).**

Findings/Faits saillants :

- 1. The licensee has failed to ensure that if a licensee withholds an application for admission, the licensee shall give to persons described in subsection (10) a written notice setting out,
 - (a) The ground or grounds on which the licensee is withholding approval,
 - (b) A detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care,
 - (c) An explanation of how the supporting facts justify the decision to withhold approval, and
 - (d) Contact information for the Director.

A complaint was submitted to the Ministry of Health and Long Term Care (MOHLTC). The complainant revealed that he/she had received confirmation of a bed refusal to the Jewish Home for the Aged (JHFA).

Review of the bed refusal letter which the JHFA sent to the complainant revealed that the reason for refusal was, "the home cannot accommodate your need to use an identified form of medication".

In an interview, staff #100 stated that the home could not accommodate the use of the



above mentioned medication due to the inability of their pharmacy to provide it and that the home did not have a policy or procedure in place specific to this medication.

Staff #100 confirmed that the bed refusal letter did not include a detailed explanation of the supporting facts, as they relate both to the home and to the applicant's condition and requirements for care, an explanation of how the supporting facts justify the decision to withhold approval, and contact information for the Director. [s. 44. (9)]

2. The licensee failed to ensure that when the licensee withholds approval of admission, the following persons were provided notice:

- the applicant,
- the Director, and
- the appropriate placement co-ordinator.

A complaint was submitted to the Ministry of Health and Long Term Care (MOHLTC) on November 16, 2016. The complainant revealed that he/she had received confirmation of a bed refusal to the JHFA related to his/her use of medical marijuana.

In an interview, staff #101 stated that he/she had accessed the placement centre's document library where bed refusal letters are stored and confirmed that the placement centre had not received a bed refusal letter for resident #001.

Staff #103 revealed the Director had not received a bed refusal letter for resident #001.

In an interview, staff #100 stated they had sent bed refusal letters to the Director and the appropriate placement coordinator even though the letter to the applicant did not indicate the bed refusal letters had been sent. Staff #100 could not provide copies of the bed refusal letters that were sent to the Director or appropriate placement coordinator at the time of this off-site inspection. Staff #100 confirmed the JHFA had failed to ensure that the Director and the appropriate placement coordinator had received bed refusal letters for resident #001. [s. 44. (10)]



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Issued on this 22nd day of February, 2017

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

Original report signed by the inspector.