

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

Ottawa District
347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

Report Issue Date: September 9, 2024.

Inspection Number: 2024-1185-0004

Inspection Type:
Complaint
Critical Incident

Licensee: Broadview Nursing Centre Limited

Long Term Care Home and City: Broadview Nursing Centre, Smiths Falls

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s):
September 4 - 6 and 9, 2024.

The following intake(s) were inspected:

- Intake: #00124518 - Critical Incident Report (CIS) 2684-000011-24 - related to the failure/breakdown of the resident-staff communication and response system.
- Complaint Intake: #00124704 - related to the same failure/breakdown of the resident-staff communication and response system.

The following Inspection Protocols were used during this inspection:

Safe and Secure Home
Infection Prevention and Control
Reporting and Complaints

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Emergency plans

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

Non-compliance with: FLTCA, 2021, s. 90 (1) (a)

Emergency plans

s. 90 (1) Every licensee of a long-term care home shall ensure that there are emergency plans in place for the home that comply with the regulations, including, (a) measures for dealing with, responding to and preparing for emergencies, including, without being limited to, epidemics and pandemics; and

The licensee has failed to ensure that the Emergency plan manual's, emergency procedure, EMP H-10-70 - Loss of Communication System (Loss of Resident-Staff Communication and Response System), date reviewed June 27, 2024, including measures for dealing with, responding to, and preparing for emergencies, were complied with.

Specifically, O. Reg. 246/22, s. 11. (1) (b) states, where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, program, procedure, strategy, initiative or system, the licensee is required to ensure that the plan, policy, protocol, program, procedure, strategy, initiative, or system, (b) is complied with.

As directed within the licensee's emergency procedure, EMP H-10-70, staff were not requested to check on residents every 15 minutes from August 11 to 19, 2024, and on day and evening shifts from August 19 to 30, 2024, when the communication and response system was not functional. The Ministry of Long-Term Care was not informed after the loss of the communication and response system was longer than

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six hours, followed by a Critical Incident System report (CIS) until, August 19, 2024, eight days into the communication and response system failure.

Sources: Review of the 24-hour report August 11 - 30, 2024, Emergency Procedures EMP H-10-70, Task List Report on point click care, interview with the Director of Care (DOC), a Personal Support Worker (PSW) and the Administrator.

WRITTEN NOTIFICATION: Reports re critical incidents

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

Non-compliance with: O. Reg. 246/22, s. 115 (3) 2. ii.

Reports re critical incidents

s. 115 (3) The licensee shall ensure that the Director is informed of the following incidents in the home no later than one business day after the occurrence of the incident, followed by the report required under subsection (5):

2. An environmental hazard that affects the provision of care or the safety, security or well-being of one or more residents for a period greater than six hours, including,
 - ii. a breakdown of major equipment or a system in the home,

The licensee has failed to ensure that the Director was informed no later than one business day after the occurrence of an incident related to an environmental hazard in which a major system in the home broke down, and affected the provision of care, the safety, security, and the well-being of all residents in the home for a period greater than six hours.

Critical Incident System report (CIS) #2684-000011-24 stated that the call bell system broke down on August 11, 2024, however was not submitted to the Director until August 19, 2024.

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Sources: Review of Critical Incident System report (CIS) #2684-000011-24,
interview of the DOC and the Administrator.

WRITTEN NOTIFICATION: Emergency plans

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 268 (4) 4.

Emergency plans

s. 268 (4) The licensee shall ensure that the emergency plans provide for the following:

4. Identification of entities that may be involved in or that may provide emergency services in the area where the home is located including, without being limited to, community agencies, health service providers as defined in the Connecting Care Act, 2019, partner facilities and resources that will be involved in responding to the emergency and the current contact information for each entity.

The licensee has failed to ensure that the emergency plans for the home were updated to include the emergency contact information of the entities required during an emergency outage of the communication and response system in the home.

Sources: Review of the Emergency Procedures EMP H-10-70, the emergency phone numbers list, interview with the Maintenance Manager, and the Administrator.