



**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 sions de longue durée**

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## **Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 9, 2016	2016_413500_0002	020540-15	Complaint

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### **Licensee/Titulaire de permis**

City of Toronto  
55 JOHN STREET METRO HALL, 11th FLOOR TORONTO ON M5V 3C6

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

CASTLEVIEW WYCHWOOD TOWERS  
351 CHRISTIE STREET TORONTO ON M6G 3C3

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

NITAL SHETH (500)

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## **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): January 29, February 1, 3, 4, 2016.**

**During the course of the inspection, the inspector(s) spoke with Administrator, Assistant Administrator, Support Assistance Accounts, Registered Nursing Staff, Personal Support Workers (PSWs) and Family Members.**

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



Falls Prevention
Nutrition and Hydration
Trust Accounts

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

Table with 2 columns: Legend and Legendé. Legend includes WN (Written Notification), VPC (Voluntary Plan of Correction), DR (Director Referral), CO (Compliance Order), WAO (Work and Activity Order). Legendé includes Avis écrit, Plan de redressement volontaire, Aiguillage au directeur, Ordre de conformité, Ordres : travaux et activités. The table also contains a detailed description of a non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) and its translation into French.



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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 241. Trust accounts**

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

**s. 241. (4) No licensee shall,**

**(a) hold more than \$5,000 in a trust account for any resident at any time; O. Reg. 79/10, s. 241 (4).**

**(b) commingle resident funds held in trust with any other funds held by the licensee; or O. Reg. 79/10, s. 241 (4).**

**(c) charge a resident, or a person acting on behalf of a resident, a transaction fee for withdrawals, deposits, or anything else related to money held in trust. O. Reg. 79/10, s. 241 (4).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that no licensee hold more than \$5,000 in a trust account for any resident at any time.

A review of resident #004's statements revealed that the resident had more than \$5000 in his/her trust account for six months in 2015-2016.

A review of resident #005's statements revealed that the resident had more than \$5000 in his/her account for eight months in 2015-2016.

A review of the home's policy #AS-0201-01, entitled "Payments from Trust Accounts", reviewed January 5, 2012, indicated "the regulation prohibit a long-term care home from holding more than \$5000.00 in a trust account for any resident at any time".

Interview with Support Assistance Accounts revealed that the home had some trust accounts go over \$5000 from time to time.

Interview with Assistant Administrator confirmed that the home is not allowed to keep more than \$5000 in a trust account for any residents at any time. [s. 241. (4) (a)]



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**Issued on this 11th day of March, 2016**

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

**Original report signed by the inspector.**