



**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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jun 21, 2016	2016_189120_0035	005490-15	Complaint

Licensee/Titulaire de permis

DELCARE LTC INC.
4800 DUFFERIN STREET TORONTO ON M3H 5S9

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

CAWTHRA GARDENS LIMITED PARTNERSHIP
590 Lolita Gardens MISSISSAUGA ON L5A 4N8

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

BERNADETTE SUSNIK (120)

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): June 2, 3, 13, 2016

The complaint was related to uncomfortable indoor air temperatures and humidity levels.

During the course of the inspection, the inspector(s) spoke with the acting Administrator, Director of Care, Environmental Services Supervisor, heating/cooling and ventilation contractor, housekeeping and maintenance staff, registered staff, personal support workers and residents.

During the course of the inspection, the inspector toured all floors, took air temperature and humidity readings in designated cooling areas, corridors and randomly selected resident rooms, reviewed the licensee's policies on indoor air temperature monitoring, air temperature and humidity logs, resident heat stress assessments and other clinical records, resident and family meeting council minutes and heating and cooling maintenance records.

**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)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 20. Cooling requirements
Specifically failed to comply with the following:

s. 20. (1) Every licensee of a long-term care home shall ensure that a written hot weather related illness prevention and management plan for the home that meets the needs of the residents is developed in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices and is implemented when required to address the adverse effects on residents related to heat. O. Reg. 79/10, s. 20 (1).

Findings/Faits saillants :

1. The licensee did not ensure that the written hot weather related illness prevention and management plan was developed in accordance with evidence based practice and implemented when required to address the adverse effects on residents related to heat.

According to evidence based practice titled "The Guidelines for the Prevention and Management of Hot Weather Related Illness in Long Term Care, July 2012", developed by the Ministry of Health and Long Term Care, routine checks to assess indoor air temperatures and Humidex levels at varying times throughout the day should be implemented. The guidelines included direction to monitor outdoor air temperatures and Humidex levels to determine when indoor values needed to be evaluated. Once a Humidex value is between 30-39, which is a zone where most individuals would feel some discomfort, staff would need to be informed to enhance their monitoring of residents who were assessed at high to moderate heat risk. In some cases, monitoring of residents with specific health conditions would need to be monitored at a Humidex as low as 32.

The long term care home is designed with air conditioned dining rooms, activity rooms, lounges, main floor foyer and sitting areas in front of the elevators on each floor. The resident bedrooms and corridors are not air conditioned but supplied with 100% fresh outdoor air which is dehumidified or tempered. The action of dehumidifying the air makes the indoor air temperatures feel cooler than outdoor air. However, when extreme temperatures prevail, the system can only remove a certain percentage of humidity and can only reduce air temperatures by about 10C. Therefore, depending on various factors, some residents' rooms could easily exceed a Humidex value of over 32.

A complaint was received by a family member on an identified date in March 2016 indicating that an identified resident's room was very uncomfortable in both winter and summer and they felt that the heating/ventilation and air conditioning system in the home was not functioning optimally. Some issues raised included sudden cold or hot air drafts blowing down from a ceiling air supply grill in the resident's room and intense heat radiating from the window area of the room. They reported that the one side of the building received intense sunlight most of the day and the heat penetrated through the windows very easily creating uncomfortable conditions, even with the curtains drawn. However, at the time of the complaint, no indoor air temperature and humidity values were acquired to determine the degree of discomfort, whether too warm or too cold.



The licensee was contacted on May 18, 2016 to obtain temperature and humidity records however none could be provided by the licensee to confirm what the values were inside of the home, either in any resident room or any designated cooling area. The Environmental Services Supervisor (ESS) provided a copy of their policy titled "Heat Prevention - Hot Weather", dated November 2014, which did not include any written directions to monitor indoor air temperatures and humidity values. The ESS was subsequently advised to begin monitoring. A visit was made to the home on June 2, 3 and 13, 2016 to evaluate their program.

According to the records beginning on May 18, 2016, air temperatures and humidity levels were comfortable in designated cooling areas, however the most affected (upper floors, on sunny side of building) resident rooms were not monitored with the exception of the identified resident's room. The resident's room was evaluated using a hygrometer for the 3 days as were the corridors, dining rooms and activity rooms on the 3rd floor and 2nd floor. The Humidex outside of the home on June 2, 2016 was 32 and the Humidex inside the identified resident's room was 27. It was the hottest day out of the 3 days. The designated cooling areas were also very similar with Humidex levels between 26-27. While in the resident's room, confirmation was made that the heat by the window was intense and measured over 30C between the curtain and the window (which could not be opened). The drapes were not overly thick and did little to reduce the intensity of the heat. A square supply air diffuser was noted with two layers of grille louvers, creating small squares. The temperature of the fresh and tempered air entering the room was 18-21C when measured with a laser gun on each of the 3 days. No perceptible "blowing" was noticed when standing under the ceiling grille.

Discussion was held regarding the implementation of measures identified in the guidelines to reduce heat penetration into rooms (exterior window coverings, reflective films, thicker interior window coverings, modifying thermostat set points) and the on-going monitoring of certain areas of the building such as designated cooling areas and some key "hot spots" in the building that are occupied by residents. [s. 20. (1)]



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Issued on this 24th day of June, 2016

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

Original report signed by the inspector.