



**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**

<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>
Jun 8, 2016	2016_250511_0007	002988-16	Complaint

**Licensee/Titulaire de permis**

MAPLEWOOD NURSING HOME LIMITED  
500 QUEENSWAY WEST SIMCOE ON N3Y 4R4

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

CEDARWOOD VILLAGE  
500 QUEENSWAY WEST SIMCOE ON N3Y 4R4

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

ROBIN MACKIE (511)

**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): May 10, 2016.**

**This Inspection was completed with two Financial Inspectors for shadowing purposes. Inspector #714 and #719 attended this Inspection.**

**This Inspection was initially reviewed at the 2015 Resident Quality Inspection and was recommended for further Financial Inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator/Operations Manager and Administrative Assistant/Office Manager. During the course of this inspection the Inspectors reviewed applicable administrative and financial records.**

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

**Admission and Discharge  
Resident Charges**

**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	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
<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 LTCHA, 2007 S.O. 2007, c.8, s. 91.  
Resident charges**



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

**s. 91. (1) A licensee shall not charge a resident for anything, except in accordance with the following:**

- 1. For basic accommodation, a resident shall not be charged more than the amount provided for in the regulations for the accommodation provided. 2007, c. 8, s. 91 (1).**
- 2. For preferred accommodation, a resident shall not be charged more than can be charged for basic accommodation in accordance with paragraph 1 unless the preferred accommodation was provided under an agreement, in which case the resident shall not be charged more than the amount provided for in the regulations for the accommodation provided. 2007, c. 8, s. 91 (1).**
- 3. For anything other than accommodation, a resident shall be charged only if it was provided under an agreement and shall not be charged more than the amount provided for in the regulations, or, if no amount is provided for, more than a reasonable amount. 2007, c. 8, s. 91 (1).**
- 4. Despite paragraph 3, a resident shall not be charged for anything that the regulations provide is not to be charged for. 2007, c. 8, s. 91 (1).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the licensee did not charge a resident for anything, except in accordance with the following: 2. For preferred accommodation, a resident shall not be charged more than can be charged for basic accommodation in accordance with paragraph 1 unless the preferred accommodation was provided under an agreement, in which case the resident shall not be charged more than the amount provided for in the regulations for the accommodation provided. 3. For anything other than accommodation, a resident shall be charged only if it was provided under an agreement and shall not be charged more than the amount provided for in the regulations, or, if no amount is provided for, more than a reasonable amount.

Subsection 2. A review of the admission agreement for resident # 001 confirmed they were admitted to the home in 2000 and signed an admission agreement for payment of a basic accommodation rate. A review of the invoice dated in 2013, confirmed that the resident was in private accommodation at the time of discharge in 2012. Further review of the file indicated that there was no signed agreement for payment of a preferred accommodation rate. During an interview with the Administrator/Operations Manager they confirmed that the resident had been charged, on admission and based on the



admission agreement, at a basic rate of accommodation and the admission agreement had not been updated to reflect the preferred accommodation rate.

Subsection 3. A complaint was received from the Substitute Decision Maker (SDM), for resident #001, related to a balance owing on an invoice after the resident had been discharged from the home in 2012. A review of the long-term care home's invoice, dated in 2013 to the SDM, indicated charges of \$53.00 per day for a period of time in 2012, in addition to the preferred accommodation charges of \$73.04 per day for the same period in 2012. Interview with Administrative Assistant/Office Manager confirmed the invoice was sent to the SDM for charges after the resident had deceased in 2012. During an interview with the Administrative Assistant/Office Manager and the Administrator/Operations Manager, they confirmed that additional resident charges were applied after the date of discharge because the resident had personal items remaining in the room. According to section 146, subsection 8 of Ontario Regulation 79/10 the licensee shall discharge a resident when the licensee was aware that the resident has died, and the resident shall be deemed to have been discharged on the date of death. During an interview with the Administrator/Operations Manager, they confirmed that the licensee had failed to ensure that the resident was not charged for anything other than accommodation and charged more than the amount provided for in the regulations when they applied a \$53.00 per day room charge and a \$73.04 per day preferred accommodation charge for a period of time in 2012. [s. 91. (1) 3.]

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**Issued on this 10th day of June, 2016**

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

**Original report signed by the inspector.**