



**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**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

**Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la
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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Dec 30, 2014	2014_257518_0053	009680-14	Complaint

Licensee/Titulaire de permis

EXTENDICARE (CANADA) INC.
3000 STEELES AVENUE EAST SUITE 700 MARKHAM ON L3R 9W2

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

EXTENDICARE TECUMSEH
2475 ST. ALPHONSE STREET TECUMSEH ON N8N 2X2

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

ALISON FALKINGHAM (518)

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): December 29, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, the Dietary Manager, the Office Administrator, the complainant and four Registered Practical Nurses.

The following Inspection Protocols were used during this inspection:



Medication

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

1 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
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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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. 3.
Residents' Bill of Rights**

Specifically failed to comply with the following:

**s. 3. (1) Every licensee of a long-term care home shall ensure that the following
rights of residents are fully respected and promoted:**

11. Every resident has the right to,

**i. participate fully in the development, implementation, review and revision of his
or her plan of care,**

**ii. give or refuse consent to any treatment, care or services for which his or her
consent is required by law and to be informed of the consequences of giving or
refusing consent,**

**iii. participate fully in making any decision concerning any aspect of his or her
care, including any decision concerning his or her admission, discharge or
transfer to or from a long-term care home or a secure unit and to obtain an
independent opinion with regard to any of those matters, and**

**iv. have his or her personal health information within the meaning of the Personal
Health Information Protection Act, 2004 kept confidential in accordance with that
Act, and to have access to his or her records of personal health information,
including his or her plan of care, in accordance with that Act. 2007, c. 8, s. 3 (1).**

Findings/Faits saillants :

1. The licensee failed to ensure that the following rights of residents are fully respected and promoted: 11. Every resident has the right to, iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act. 2007, c. 8, s. 3 (1).

During a dining room observation it was noted that on top of an unattended locked medication cart in the hallway there were two opened packages of resident medications with their names clearly visible. On further examination there was a clear bag in the waste container on the side of the cart with multiple medication packages in it with the residents names visible along with other garbage.

This was also observed by the Office Manager.

The Registered Practical Nurse responsible for this medication cart shared it is the regular practice to place the medication packages with the names still on them into the clear garbage bag and then this bag is thrown out into the public garbage.

The Administrator confirmed that all resident personal health information should be kept private and confidential and be disposed of in an appropriate manner. [s. 3. (1) 11. iv.]

Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that residents personal health information within the meaning of the Personal Health Information Act, 2004 kept confidential in accordance with the Act, to be implemented voluntarily.



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Issued on this 30th day of December, 2014

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

Original report signed by the inspector.