

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Operations Division
Long-Term Care Inspections Branch**

**Division des opérations relatives aux
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 # / No de registre	Type of Inspection / Genre d'inspection
Feb 7, 2020	2020_791739_0003	001515-20	Complaint

Licensee/Titulaire de permis

Extendicare (Canada) Inc.
3000 Steeles Avenue East Suite 103 MARKHAM ON L3R 4T9

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

JULIE DALESSANDRO (739)

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 30, 31, February 3, and 4, 2020.

The following Complaint intake was inspected during the course of this inspection:

Log #001515-20 / IL-73944-LO related to staffing, environmental, food quality, and personal support services related to bathing concerns.

During the course of the inspection, the inspector(s) spoke with Personal Support Worker(s), Registered Practical Nurse(s), Registered Nurse(s), Cook(s), the home's Environmental Services Manager, Nutrition Manager, Director of Nursing, and Administrator, as well as the complainant and a building inspector from the Town of Tecumseh.

During the course of this inspection the inspector(s) also conducted record reviews, resident interviews, and multiple observations relevant to the complaint.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Food Quality

Personal Support Services

Sufficient Staffing

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

<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>Légende</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. 47. Qualifications of personal support workers

Specifically failed to comply with the following:

- s. 47. (3) Despite subsection (1), a licensee may hire as a personal support worker or to provide personal support services,**
- (a) a registered nurse or registered practical nurse,**
 - (i) who, in the opinion of the Director of Nursing and Personal Care, has adequate skills and knowledge to perform the duties of a personal support worker, and**
 - (ii) who has the appropriate current certificate of registration with the College of Nurses of Ontario;**

- (b) a person who was working or employed at a long-term care home as a personal support worker at any time in the 12-month period preceding July 1, 2011, if,**
- (i) the person was working as a personal support worker on a full-time basis for at least three years during the five years immediately before being hired, or**
 - (ii) the person was working as personal support worker on a part-time basis for the equivalent of at least three full-time years during the seven years immediately before being hired;**
- (c) a person who is enrolled in an educational program for registered nurses or registered practical nurses and who, in the opinion of the Director of Nursing and Personal Care, has adequate skills and knowledge to perform the duties of a personal support worker;**
- (d) a person who is enrolled in a program described in subsection (2) and who is completing the practical experience requirements of the program, but such a person must work under the supervision of a member of the registered nursing staff and an instructor from the program;**
- (e) a person,**
- (i) who has a diploma or certificate granted in another jurisdiction resulting from a program that was a minimum of 600 hours in duration, counting both class time and practical experience time,**
 - (ii) who has a set of skills that, in the reasonable opinion of the licensee, is equivalent to those that the licensee would expect of a person who has completed a program referred to in clause (2) (a), and**
 - (iii) who has provided the licensee with proof of graduation issued by the education provider;**
- (f) a person who is enrolled in a program that is a minimum of 600 hours in duration, counting both class time and practical experience time, and meets,**
- (i) the vocational standards established by the Ministry of Training, Colleges and Universities,**
 - (ii) the standards established by the National Association of Career Colleges, or**
 - (iii) the standards established by the Ontario Community Support Association,**
- but such a person must work under the supervision of a member of the registered nursing staff and an instructor from the program; or**
- (g) a person who, by July 1, 2018, has successfully completed a personal support worker program that meets the requirements set out in clause (f), other than the requirement to work under supervision, and has provided the licensee with proof of graduation issued by the education provider. O. Reg. 399/15, s. 1.**

Findings/Faits saillants :

1. The licensee has failed to ensure that on and after January 1, 2016, every person hired by the licensee as a personal support worker or to provide personal support services, regardless of title, has a diploma or certificate granted in another jurisdiction resulting from a program that was a minimum of 600 hours in duration, counting both class time and practical experience time.

A complaint was phoned in to the Ministry of Long-Term Care Infoline on a specific date, Log #001515-20 / IL-73944-LO. Complainant stated that they were concerned that the identified Health Care Aide (HCA) did not have the certification to be working in the capacity of someone providing personal support services.

A record review of the identified HCA's employee file contained the following documents:

- Offer letter of employment from Extendicare Tecumseh dated a specific date
- Employment offer accepted on the same date as offered
- Position: Casual Personal Support Worker
- Start Date: Same date as offer letter
- Health Care Aide certificate from an identified College dated a specific date prior to January 1, 2016

During an interview with the home's Director of Nursing #105, they indicated that the identified HCA had the skills to perform the job however, the home did not have any documentation to support that the identified HCA had completed a program that was a minimum of 600 hours in duration.

The licensee had failed to ensure that the identified HCA had a diploma or certificate resulting from a program that was a minimum of 600 hours in duration.

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 on and after January 1, 2016, every person hired by the licensee as a personal support worker or to provide personal support services, regardless of title, has a diploma or certificate granted in another jurisdiction resulting from a program that was a minimum of 600 hours in duration, counting both class time and practical experience time, to be implemented voluntarily.

Issued on this 7th day of February, 2020

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

Original report signed by the inspector.