

**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**Ottawa Service Area Office
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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
Mar 19, 2021	2021_665551_0002	018450-20, 000838- 21, 002984-21	Complaint

Licensee/Titulaire de permis

0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership

2020 Fisher Drive Suite 1 Peterborough ON K9J 6X6

Long-Term Care Home/Foyer de soins de longue duréeGarden Terrace
100 Aird Place Kanata ON K2L 4H8**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

MEGAN MACPHAIL (551)

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): February 26, 2021 and March 2, 3, 4, 5, 8 and 18, 2021.

The following intakes were inspected in this Complaint inspection:

- Log 018450-20 was related to admission processes.**
- Log 000838-21 was related to admission processes.**
- Log 002984-21 was related to social work and social services work at the home.**

During the course of the inspection, the inspector(s) spoke with a Resident, the Resident Services Co-ordinator, the Director of Care, the Administrator and the Director of Operations - Eastern Region.

During the course of the inspection, the inspector(s) reviewed relevant documentation including health care records, policy AM 2.6 on External Services, a written notice for withholding an applicant's admission and the Ministry of Long-Term Care COVID-19 Emergency Measures Funding Policy (effective March 23, 2020).

The following Inspection Protocols were used during this inspection:

**Admission and Discharge
Infection Prevention and Control
Personal Support Services**

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>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. 208. Admissions process, special circumstances

Specifically failed to comply with the following:

s. 208. (2) The Director shall advise the appropriate placement co-ordinator of the determination. O. Reg. 79/10, s. 208 (2).

Findings/Faits saillants :

1. The licensee has failed to ensure that resident #003 was admitted to the home into a private accommodation at basic accommodation rate.

A regulatory amendment to O. Reg, 79/10 under s. 208.2., effective March 24, 2020, stipulated:

Special circumstances, pandemic, hospital admissions

208.2 (1) This section applies in the special circumstance of processing the admission to a long-term care home of a person who occupies a bed in a hospital under the Public Hospitals Act during a pandemic, so as to expedite the reduction of severe capacity pressures facing the hospital. O. Reg. 83/20, s. 3.

(2) Where a person described in subsection (1) requires admission to a long-term care home, placement co-ordinators and licensees are exempt from complying with the requirements under Part III of the Act to the extent necessary to effect the admission and the following modifications are made respecting the application of Part III of the Act:

10. The appropriate placement co-ordinator may authorize the person's admission to preferred accommodation in the home even if basic accommodation has been requested, and in such a case, the licensee shall make the accommodation available as basic accommodation.

The LHIN Placement Co-ordinator, through the Health Partner Gateway (HPG) requested that resident #003 be admitted to the home, from a hospital, into a private accommodation at basic rate. The request for admission was denied by the home.

The Administrator provided a written notice as the licensee was withholding approval for the admission as there was no accommodation available based on the type of accommodation requested in the application.

The licensee did not comply with O. Reg, s. 208.2 (10) and did not admit resident #003, from hospital, into a private accommodation at basic rate.

Sources: HPG Management Referral, a written notice for withholding approval for admission and interviews with the Administrator and others. [s. 208. (2)]

Issued on this 24th day of March, 2021

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

Original report signed by the inspector.