

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Hamilton District
119 King Street West, 11th Floor
Hamilton, ON, L8P 4Y7
Telephone: (800) 461-7137

Original Public Report

Report Issue Date: September 20, 2023	
Inspection Number: 2023-1554-0004	
Inspection Type: Complaint	
Licensee: The Corporation of Haldimand County	
Long Term Care Home and City: Grandview Lodge / Dunnville, Dunnville	
Lead Inspector Stephanie Smith (740738)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

The inspection occurred offsite on the following date(s): September 11, 13-14, 2023

The following intake(s) were inspected:

- Intake: #00096345 - Complaint regarding hot temperatures

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

Safe and Secure Home

INSPECTION RESULTS

WRITTEN NOTIFICATION: Cooling requirements

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 23 (4) (a)

The licensee has failed to ensure that the home's heat related illness prevention and management plan

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(HRIPMP) was implemented on any day on which the outside temperature forecasted by Environment and Climate Change Canada for the area in which the home is located was 26 degrees Celsius or above at any point during day.

Rationale and Summary

The home's Heat Alert policy, last reviewed September 2023, which was included in the home's HRIPMP, stated that the home would declare a heat alert when:

1. Environment Canada/local weather reports issue a heat alert/air quality for this geographical area.
2. Staff report symptoms of adverse effects of high environment temperatures in residents or themselves.

For the area that the home falls under, Environment and Climate Change Canada would issue an alert when two or more consecutive days of daytime maximum temperatures are expected to reach 31 degrees Celsius or warmer and nighttime minimum temperatures are expected to fall to 20 degrees Celsius or warmer OR issued when two or more consecutive days of humidex values are expected to reach 40 or higher.

The home indicated that Haldimand County sends the home heat alerts, which were used to determine when to implement their HRIPMP. The county confirmed that their heat alerts were determined by humidex values only and intended for staff who may work outside in warmer temperatures. The humidex values that were used included humidex measurements between 30-39 degrees Celsius. The Administrator acknowledged that their policy did not reflect the current legislation and would need to be updated.

Failure to ensure that the home's HRIPMP was implemented on days where the outside temperature was forecasted to be 26 degrees Celsius or above put residents at risk for heat related illnesses.

Sources: The home's Heat Alert policy, last reviewed September 2023; Environment and Climate Change Canada Criteria for public weather alerts; Interviews with Haldimand County Representative and Administrator. [740738]

WRITTEN NOTIFICATION: Air temperature

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 24 (1)

The licensee has failed to ensure that the home was maintained at a minimum temperature of 22

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degrees Celsius.

Rationale and Summary

The home's Air Temperature and Monitoring Log documented multiple days and areas where temperature readings ranged from 19.1 to 21.9 degrees Celsius between August 28, 2023 and September 10, 2023.

The Administrator acknowledged that as per the temperature readings, the home's temperature was not maintained at 22 degrees Celsius.

Failure to ensure that the home was maintained at a minimum temperature of 22 degrees Celsius, put residents at risk for experiencing discomfort.

Sources: The home's Air Temperature Monitoring Log August 28, 2023 to September 10, 2023; Interview with Administrator [740738]

COMPLIANCE ORDER CO #001 Air temperature

NC #003 Compliance Order pursuant to FLTCA, 2021, s. 154 (1) 2.

Non-compliance with: O. Reg. 246/22, s. 24 (3)

The Inspector is ordering the licensee to prepare, submit and implement a plan to ensure compliance with O. Reg. 246/22, s. 24 (3) [FLTCA, 2021, s. 155 (1) (b)]:

The licensee shall:

Prepare, submit, and implement a written plan to ensure that the temperature is documented at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night in the following areas:

1. At least two resident bedrooms in different parts of the home.
2. One resident common area on every floor of the home, which may include a lounge, dining area or corridor.
3. Every designated cooling area, if there are any in the home.

The plan must include but is not limited to:

1. Education to the staff who are responsible for measuring the temperatures on the importance of the

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temperatures being measured and documented in accordance with the regulations.

2. How the temperature logs will be audited to ensure they are completed.

3. Incorporate the home's heat related illness prevention and management plan and how temperatures above 26 degrees Celsius will be addressed, including documentation on any corrective actions that are taken in response.

Please submit the written plan for achieving compliance for inspection #2023-1554-0004 to Stephanie Smith (740738), LTC Homes Inspector, MLTC, by email to hamiltondistrict.mltc@ontario.ca by October 4, 2023.

Please ensure that the submitted written plan does not contain any Personal Information/Personal Health Information (PH/PHI).

This plan shall be implemented by the compliance due date: November 29, 2023.

Grounds

The licensee has failed to document air temperatures that were required to be measured at least once every morning, once every afternoon between 12 p.m. and 5 p.m. and once every evening or night.

As per Ontario Regulation 246/22, section 24 (2), every license of a long-term care home shall ensure that the temperature is measured and documented in writing, at a minimum in the following areas of the home:

- At least two resident bedrooms in different parts of the home.
- One resident common area on every floor of the home, which may include a lounge, dining area or corridor.
- Every designated cooling area, if there are any in the home.

Rationale and Summary

The home's Air Temperature Monitoring Log was missing documentation for September 2 and 4, 2023, for the entire day, as well as September 3 and 10, 2023, between 5p.m. to 8p.m.

The Administrator acknowledged that staff did not document temperatures for the indicated dates and that they should have.

Failure to ensure the required temperatures were documented increased the risk of possible high temperatures not being identified, impacting the home's ability to implement their heat related illness

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prevention and management plan (HRIPMP) as required.

Sources: The home's Air Temperature Monitoring Log August 28, 2023 to September 10, 2023; Interview with Administrator. [740738]

This order must be complied with by November 29, 2023

REVIEW/APPEAL INFORMATION

TAKE NOTICE

The licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the Fixing Long-Term Care Act, 2021 (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB). The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include:

- (a) the portions of the order or AMP in respect of which the review is requested;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th floor

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Toronto, ON, M7A 1N3

e-mail: MLTC.AppealsCoordinator@ontario.ca

If service is made by:

- (a) registered mail, is deemed to be made on the fifth day after the day of mailing
- (b) email, is deemed to be made on the following day, if the document was served after 4 p.m.
- (c) commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- (a) An order made by the Director under sections 155 to 159 of the Act.
- (b) An AMP issued by the Director under section 158 of the Act.
- (c) The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

Health Services Appeal and Review Board

Attention Registrar
151 Bloor Street West, 9th Floor
Toronto, ON, M5S 1S4

Director

c/o Appeals Coordinator
Long-Term Care Inspections Branch
Ministry of Long-Term Care
438 University Avenue, 8th Floor
Toronto, ON, M7A 1N3
e-mail: MLTC.AppealsCoordinator@ontario.ca



**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website

www.hsarb.on.ca.