



**Ministry of Health and
Long-Term Care**

**Ministère de la Santé et des
Soins de longue durée**

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

**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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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Sep 22, 26, 2016	2016_189120_0054	023997-16	Critical Incident System

Licensee/Titulaire de permis

DEEM MANAGEMENT SERVICES LIMITED
2 QUEEN STREET EAST SUITE 1500 TORONTO ON M5C 3G5

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

HAMILTON CONTINUING CARE
125 WENTWORTH STREET SOUTH HAMILTON ON L8N 2Z1

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

BERNADETTE SUSNIK (120)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): August 11, 2016

#23997-16

During the course of the inspection, the inspector(s) spoke with the administrator, environmental services supervisor and maintenance person.

During the course of the inspection, the inspector toured the home, reviewed the home's elevator maintenance inspection checklist and the elevator company's maintenance and inspection logs and work order reports.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Maintenance**

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>Legendé</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. 90. Maintenance services
Specifically failed to comply with the following:

s. 90. (1) As part of the organized program of maintenance services under clause 15 (1) (c) of the Act, every licensee of a long-term care home shall ensure that, (b) there are schedules and procedures in place for routine, preventive and remedial maintenance. O. Reg. 79/10, s. 90 (1).

Findings/Faits saillants :

1. The licensee did not ensure that schedules and procedures were implemented (in



place) for preventive maintenance of the home's elevator.

Between April 1 and August 23, 2016, the home's sole passenger elevator was out of service approximately 22 times. In most cases, the elevator got stuck on a particular floor and was functional within several hours, however the elevator was fully out of service between August 7-11, 2016. Residents and staff were inconvenienced each time and services had to be augmented.

The administrator confirmed that although they had a contract with an elevator company to monitor their elevator, whereby quarterly preventive inspections were completed and remedial work conducted in 2016, they did not follow or have in place their own preventive maintenance program. A review of the elevator company's preventive records revealed missing information. Representatives from the elevator company who visited the premises did not include what year the inspections took place and in other cases, no particular day, just a month and year was recorded. No details were included in the preventive records as to what was done when oil was found to have been low during one inspection presumed to have been completed in 2016. According to the preventive records, it appeared that the elevator was in good working order and no recommendations were made for future care and maintenance. According to elevator service records (work order reports), the elevator required substantial repairs during the month of August 2016. The oil filter was found to be fully clogged and needed to be cleaned and the pump repaired. The administrator reported that she was informed by the company that the elevator, if used regularly on a hot day, would cease to function if the hydraulic oil for the elevator overheated. She was informed that adequate cooling and ventilation in the elevator machine room would be of benefit.

According to the maintenance person for the home, he was not involved in any preventive process with respect to the elevator to ensure it was maintained in good operating order. His role prior to this inspection was to contact the administrator or the elevator company if he or a worker identified an odour, leak or a stuck elevator. He reported that the elevator contractor was permitted to enter the premises and conducted their inspection and left, in some cases without notifying anyone.

According to the home's elevator policy (#3500), the home's maintenance person was responsible to check certain elevator components on a monthly basis. These included hardware inside the cab, cleanliness of the elevator machine room, access-control system, lighting, signals and alarms, two way communication (emergency phone), and the contractor's monthly report. The procedure did not include the monitoring of the



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temperature of the elevator machine room, ensuring that the cab stopped level, or checks for any odours or leaks. Neither the administrator, environmental services supervisor or the maintenance person had reviewed the elevator company's preventive inspection records and did not have any of their own completed inspection records for review.

An independent preventive maintenance program for the elevator was therefore not in place. [s. 90. (1) (b)]

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 schedules and procedures are in place for preventive maintenance of the home's elevator, to be implemented voluntarily.

Issued on this 26th day of September, 2016

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

Original report signed by the inspector.