

**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  
347 Preston St Suite 420  
OTTAWA ON K1S 3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347 rue Preston bureau 420  
OTTAWA ON K1S 3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

**Public Copy/Copie du rapport public**

---

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Sep 18, 2020	2020_520622_0015	007180-20, 017801-20	Complaint

---

**Licensee/Titulaire de permis**

The Corporation of the County of Hastings  
235 Pinnacle Street P.O.Bag 4400 BELLEVILLE ON K8N 3A9

---

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

Hastings Manor Home for the Aged  
476 Dundas Street West P.O. Box 458 BELLEVILLE ON K8N 5B2

---

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

HEATH HEFFERNAN (622), AMBER LAM (541)

---

**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): September 4, 9, 10, 11, 14, 2020**

**The following intakes were completed in this complaint inspection:  
log # 007180-20/ IL-76806-OT and log # 017801-20 related to resident care and  
services.**

**During the course of the inspection, the inspector(s) spoke with the Administrator,  
the President of Family Council a family council member and the residents.**

**Also during the course of the inspection, the inspectors reviewed the monthly  
menu, emails between the family council and the home and observed resident care  
and services.**

**The following Inspection Protocols were used during this inspection:  
Family Council  
Food Quality**

**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 LTCHA, 2007 S.O. 2007, c.8, s. 60.  
Powers of Family Council****Specifically failed to comply with the following:**

**s. 60. (2) If the Family Council has advised the licensee of concerns or recommendations under either paragraph 8 or 9 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Family Council in writing. 2007, c. 8, s. 60. (2).**

**Findings/Faits saillants :**

1. The licensee has failed to respond in writing within 10 days to concerns raised by the Family Council.

The Family Council sent an email to the home's Administrator containing a list of questions posed by family members regarding visitor restrictions. The home replied to the Family Council on the same day indicating that the Council would receive a response in a few days. The Council did not receive a written response to the questions posed.

The Family Council sent an email to the home's Administrator containing questions related to the home's process related to COVID-19 testing. A response was provided to the Council, which was outside of the 10 day time period.

The Administrator acknowledged in an interview with the inspector that the responses provided would have been outside of the 10 day time period.

Sources: Interviews with Family Council member, President and the home's Administrator, emails between Family Council and the home. [s. 60. (2)]

**Issued on this 21st day of September, 2020**

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

**Original report signed by the inspector.**