



**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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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 2, 2016	2016_343585_0014	002474-16	Complaint

Licensee/Titulaire de permis

IDLEWYLD MANOR
449 SANATORIUM ROAD HAMILTON ON L9C 2A7

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

IDLEWYLD MANOR
449 SANATORIUM ROAD HAMILTON ON L9C 2A7

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

LEAH CURLE (585)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Complaint inspection.

**This inspection was conducted on the following date(s): September 20, 21 and 22,
2016**

**The purpose of this inspection was to conduct a financial complaint inspection log
002474-16. The inspection was conducted by Angie Ng-Evans, inspector 718 and
Rodolfo Lucero, inspector 716.**

**During the course of the inspection, the inspector(s) spoke with family, the
accounting manager and Administrator.**

Ad-hoc notes were used during this inspection.

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

Legend

WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order

Legendé

WN – Avis écrit
VPC – Plan de redressement volontaire
DR – Aiguillage au directeur
CO – Ordre de conformité
WAO – Ordres : travaux et activités

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).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 253. Reduction in basic accommodation charge

Specifically failed to comply with the following:

s. 253. (3) Upon the request of a resident, a licensee shall provide assistance in completing the application. O. Reg. 79/10, s. 253 (3).

Findings/Faits saillants :

1. The licensee failed to ensure that upon the request of a resident, assistance was provided in completion of the rate reduction application, including key elements of the rate reduction program, being aware of and informing the resident and/or resident substitute decision maker (SDM) that an application could be made to the Director to change the start term of an application for a rate reduction.

In November 2014, resident #001's SDM submitted a rate reduction application to the home, requesting an adjustment to the resident's rate reduction calculation.

In September 2016, interviews with the home's accounting manager revealed that a letter from the Director was required for approving the exclusion of income. The letter was requested from the Director and approval received in February 2015, and the rate reduction application was given to the home for processing. In March 2015, the accounting manager informed the SDM that rate reduction applications could only be backdated 90 days due to a system limitation.

The accounting manager confirmed that in March 2015, they were not aware that a Director's approval could be obtained for a retroactive date change and they had informed residents and/or resident SDM's that applications had to be received and processed within 90 days. Therefore, resident #001 was not provided with the necessary assistance by the home in completing the rate reduction application. [s. 253. (3)]



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Issued on this 7th day of November, 2016

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

Original report signed by the inspector.