



**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**

**Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch**

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**Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 22, 2013	2013_237500_0004	T-542-13	Other

**Licensee/Titulaire de permis**

UKRAINIAN HOME FOR THE AGED  
767 Royal York Rd., TORONTO, ON, M8Y-2T3

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

IVAN FRANKO HOME  
767 Royal York Road, TORONTO, ON, M8Y-2T3

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

NITAL SHETH (500)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct an Other inspection.

This inspection was conducted on the following date(s): November 20, 2013

During the course of the inspection, the inspector(s) spoke with Food Service Manager, President of Resident's Council, Acting Administrator, Administrator, Residents

During the course of the inspection, the inspector(s) observed dining rooms, resident's rooms, reviewed policies related to dining and meal services

The following Inspection Protocols were used during this inspection:

Dining Observation

Residents' Council



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**Findings of Non-Compliance were found during this inspection.**

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p><b>Legend</b></p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p><b>Legendé</b></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. 3. Residents' Bill of Rights**



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**Specifically failed to comply with the following:**

**s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

**11. Every resident has the right to,**

**i. participate fully in the development, implementation, review and revision of his or her plan of care,**

**ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,**

**iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and**

**iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act. 2007, c. 8, s. 3 (1).**

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**Findings/Faits saillants :**

1. The inspector observed residents' personal health information including residents' names, diets, textures, any special needs, details on feeding assistance, and health conditions posted on each dining room tables and on 3rd floor servery cart. This can be easily identified by anyone who enters to the dining area.

Food Service Manager confirmed that the home keeps residents' diet information on tables and cart for ease of staff to ensure that residents receive appropriate diet and texture.

Note: Home has corrected this procedure and removed residents personal health information from the dining room tables and ensured the inspectors that from now onwards home will be using those personal information kept in binders during meal services to ensure residents receive appropriate diet and texture. [s. 3. (1) 11. iv.]

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**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services**



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**Specifically failed to comply with the following:**

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
  - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

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**Findings/Faits saillants :**

1. Licensee failed to ensure that the home's furnishings and equipment are maintained in a safe condition and in a good state of repair. Observation conducted on residents' dining room on third floor revealed that a large damaged area on the dry wall, in front of the television in need of repair.

Note: Home ensured that, the home will fixed the wall on 3rd floor dining area by next day. [s. 15. (2) (c)]

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**Issued on this 22nd day of November, 2013**

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

*Nital.*