



Ministry of Health and Long-Term Care

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

Ministère de la Santé et des Soins de longue durée

Rapport d'inspection prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch
Division de la responsabilisation et de la performance du système de santé
Direction de l'amélioration de la performance et de la conformité

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Aug 25, 29, 2011	2011_077109_0015	Complaint

Licensee/Titulaire de permis

341822 ONTARIO INC
28 HALTON STREET, TORONTO, ON, M6J-1R3

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

MAYNARD NURSING HOME
28 HALTON STREET, TORONTO, ON, M6J-1R3

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

SUSAN SQUIRES (109)

Inspection Summary/Résumé de l'inspection

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

During the course of the inspection, the inspector(s) spoke with Administrator, Maintenance Worker, Activation Aide, Residents, PSW's, Laundry Aide, DOC.

During the course of the inspection, the inspector(s) Observed lifting and transfers and lifts. Observed laundry supplies and unit supplies of towels and continence. Observed lunch meal. Conducted a walk through of the home. Reviewed menus. Reviewed health record.

The following Inspection Protocols were used in part or in whole during this inspection:

- Accommodation Services - Laundry
- Accommodation Services - Maintenance
- Continence Care and Bowel Management
- Food Quality
- Personal Support Services

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Définitions WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Définitions 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 LTCHA, 2007 S.O. 2007, c.8, s. 79. Posting of information
Specifically failed to comply with the following subsections:**

- s. 79. (3) The required information for the purposes of subsections (1) and (2) is,**
- (a) the Residents' Bill of Rights;**
 - (b) the long-term care home's mission statement;**
 - (c) the long-term care home's policy to promote zero tolerance of abuse and neglect of residents;**
 - (d) an explanation of the duty under section 24 to make mandatory reports;**
 - (e) the long-term care home's procedure for initiating complaints to the licensee;**
 - (f) the written procedure, provided by the Director, for making complaints to the Director, together with the name and telephone number of the Director, or the name and telephone number of a person designated by the Director to receive complaints;**
 - (g) notification of the long-term care home's policy to minimize the restraining of residents, and how a copy of the policy can be obtained;**
 - (h) the name and telephone number of the licensee;**
 - (i) an explanation of the measures to be taken in case of fire;**
 - (j) an explanation of evacuation procedures;**
 - (k) copies of the inspection reports from the past two years for the long-term care home;**
 - (l) orders made by an inspector or the Director with respect to the long-term care home that are in effect or that have been made in the last two years;**
 - (m) decisions of the Appeal Board or Divisional Court that were made under this Act with respect to the long-term care home within the past two years;**
 - (n) the most recent minutes of the Residents' Council meetings, with the consent of the Residents' Council;**
 - (o) the most recent minutes of the Family Council meetings, if any, with the consent of the Family Council;**
 - (p) an explanation of the protections afforded under section 26; and**
 - (q) any other information provided for in the regulations. 2007, c. 8, ss. 79 (3)**

Findings/Faits sayants :

1. Resident council minutes are not posted for residents to see.

Issued on this 29th day of August, 2011



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prévus le Loi de 2007 les
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Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

A handwritten signature in black ink, appearing to be "S. J. M.", written within a rectangular box.