



**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 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**

Central East Service Area Office
419 King Street West Suite #303
OSHAWA ON L1J 2K5
Telephone: (905) 433-3013
Facsimile: (905) 433-3008

Bureau régional de services du
Centre-Est
419 rue King Ouest bureau 303
OSHAWA ON L1J 2K5
Téléphone: (905) 433-3013
Télécopieur: (905) 433-3008

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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Oct 19, 2018	2018_486653_0026	026266-18	Complaint

Licensee/Titulaire de permis

Mon Sheong Foundation
36 D'Arcy Street TORONTO ON M5T 1J7

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

Mon Sheong Richmond Hill Long Term Care Centre
11199 Yonge Street RICHMOND HILL ON L4S 1L2

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

ROMELA VILLASPIR (653)

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): October 15, 2018.

During this inspection, Complaint Log #026266-18 related to family council operation, had been inspected.

During the course of the inspection, the inspector observed the designated board for Family Council (FC) in the home, and reviewed the e-mail correspondence between the home and FC, meeting minutes, and agenda.

During the course of the inspection, the inspector(s) spoke with the Chair of Residents' Council (CRC), Chair of Family Council (CFC), Family Council Assistant (FCA), Acting Family Council Assistant (AFCA), and the Administrator.

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

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>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 LTCHA, 2007 S.O. 2007, c.8, s. 61. Family Council assistant

Specifically failed to comply with the following:

s. 61. (2) In carrying out his or her duties, a Family Council assistant shall take instructions from the Family Council, ensure confidentiality where requested and report to the Family Council. 2007, c. 8, s. 61. (2).

Findings/Faits saillants :

1. The licensee had failed to comply with s. 61 (2) of the Long-Term Care Homes Act (LTCHA) 2007.



According to LTCHA 2007, s. 61 (2), In carrying out his or her duties, a Family Council assistant shall take instructions from the Family Council, ensure confidentiality where requested and report to the Family Council. 2007, c. 8, s. 61 (2).

The Ministry of Health and Long-Term Care (MOHLTC) received a complaint on an identified date in regards to the home interfering with the powers of the Family Council (FC).

A telephone interview with the Chair of Family Council (CFC) indicated on an identified date and time, they had verbally requested Acting Family Council Assistant (AFCA) #101 to distribute an invitation of a special meeting to be held at the home, together with the meeting agenda via e-mail to all family members. On an identified date, AFCA #101 responded via e-mail indicating the Administrator had advised them that they were not the appropriate person to send out the invitation and apologized for the matter.

A review of AFCA #101's e-mail to the CFC on an identified date, indicated the Administrator had identified concerns and declined the CFC's request.

An interview with Family Council Assistant (FCA) #100 on an identified date and time, indicated they assist FC by posting the meeting minutes and the agenda on the designated board for the FC located across from the ground floor elevators. FCA #100 further indicated they would normally send out the agenda to all family members via e-mail if requested to do so. FCA #100 provided an instance they had sent out the agenda via e-mail to all family members in the home was for the Annual General Meeting (AGM).

An interview with AFCA #101 on an identified date and time, indicated they are the administrative assistant in the home and they had provided clerical assistance to FC when FCA #100 was on vacation. AFCA #101 further indicated they had received a request from the FC chair to send the agenda for the special meeting via e-mail to all family members, and since FCA #100 did not inform them they had to do this work, they referred to the Administrator for further direction. AFCA #101 stated the Administrator had told them to only post the agenda in the home, and to not send out the agenda to all family members through the home's electronic channel. When asked by the inspector what was the reason provided by the Administrator for not sending out the agenda via e-mail, AFCA #101 stated they were not told the exact reason.

An interview with the Administrator on an identified date and time, acknowledged the



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above mentioned information and indicated they had directed AFCA #101 to not send out an e-mail to all families of the FC's agenda for the special meeting through the home's email system, as it would have implied they were endorsing the agenda. The Administrator further indicated they had identified concerns, and they did not allow the agenda to be sent out through the home's communication system. The Administrator advised the FC to send it out through their own communication system. The Administrator confirmed they had posted the agenda on the designated board in the home and at the reception area, but did not allow AFCA #101 to send the agenda via e-mail as requested by the CFC.

The licensee had failed to ensure that the FC assistant had taken instructions from the FC in carrying out their duties. [s. 61. (2)]

Issued on this 22nd day of October, 2018

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

Original report signed by the inspector.