



**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**

London Service Area Office  
130 Dufferin Avenue 4th floor  
LONDON ON N6A 5R2  
Telephone: (519) 873-1200  
Facsimile: (519) 873-1300

Bureau régional de services de  
London  
130 avenue Dufferin 4ème étage  
LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

**Public Copy/Copie du public**

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<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>
Feb 28, 2018	2017_609569_0014	022887-17	Complaint

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**Licensee/Titulaire de permis**

CVH (No.2) LP  
c/o Southbridge Care Homes 766 Hespeler Road, Suite 301 CAMBRIDGE ON N3H 5L8

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

PARKVIEW MANOR HEALTH CARE CENTRE  
98-3RD STREET SOUTH EAST P.O. BOX 298 CHESLEY ON N0G 1L0

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

DONNA TIERNEY (569)

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**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): December 20 and 22, 2017, and February 23 and 28, 2018.**

**This off-site complaint inspection was related to qualifications of personal support workers.**

**The following complaint intake log #022887-17 related to qualifications of personal support workers was completed during this inspection**

**During the course of the inspection, the inspector(s) spoke with The Administrator, the Director of Care, the Office Manager, and the complainant.**

**The following Inspection Protocols were used during this inspection:  
Sufficient Staffing**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)**

**1 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

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

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
<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 O.Reg 79/10, s. 47. Qualifications of personal support workers**
**Specifically failed to comply with the following:**

**s. 47. (1) Every licensee of a long-term care home shall ensure that on and after January 1, 2016, every person hired by the licensee as a personal support worker or to provide personal support services, regardless of title,**

**(a) has successfully completed a personal support worker program that meets the requirements in subsection (2); and**

**(b) has provided the licensee with proof of graduation issued by the education provider. O. Reg. 399/15, s. 1.**



**Findings/Faits saillants :**

1. The licensee has failed to ensure that on or after January 1, 2016, every person hired by the licensee as a personal support worker or to provide personal support services, regardless of title, has successfully completed a personal support worker program that met the requirements in subsection (2).

This inspection was completed as a result of complaint IL-NC-53026 dated September 18, 2017, submitted to the Ministry of Health and Long-Term Care related to staff that provided direct resident care, but did not meet the legislative requirements of a Personal Support Worker.

A phone interview was conducted with Administrator #101 on December 20, 2017. They confirmed that staff #102 and #103 were hired on a specified date and have been working at the home providing direct personal care to residents. When asked, Administrator #101 said at the time of hire for staff #102 and #103 that they were not enrolled and participating in an approved Personal Support Worker (PSW) program. Administrator #101 said that those staff had applied to the PSW program, but the program was full and the next available openings for the program were at a future date.

In another phone interview on February 23, 2018, Director of Care (DOC) #104 verified that both staff #102 and #103 were presently working as nurses aides part time providing direct personal care to residents. They were supervised by the charge nurse and the DOC. When asked if staff #102 and #103 were working under the supervision of an instructor of the PSW program, DOC #104 said they were not as their program would be commencing in the future.

The licensee failed to ensure that staff #102 and #103 had successfully completed a personal support worker program that met the requirements upon hire at the Long Term Care Home. [s. 47. (1)]



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***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that on or after January 1, 2016, every person hired by the licensee as a personal support worker or to provide personal support services, regardless of title, has successfully completed a personal support worker program that meets the requirements, to be implemented voluntarily.***

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Issued on this 28th day of February, 2018

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

**Original report signed by the inspector.**