



**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**

**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**

Hamilton Service Area Office
119 King Street West 11th Floor
HAMILTON ON L8P 4Y7
Telephone: (905) 546-8294
Facsimile: (905) 546-8255

Bureau régional de services de
Hamilton
119 rue King Ouest 11^{ième} étage
HAMILTON ON L8P 4Y7
Téléphone: (905) 546-8294
Télécopieur: (905) 546-8255

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Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jan 5, 2015	2014_189120_0084	H-001340/001622-14	Complaint

Licensee/Titulaire de permis

LIUNA LOCAL 837 NURSING HOME(HAMILTON) CORPORATION
44 HUGHSON STREET SOUTH HAMILTON ON L8N 2A7

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

QUEEN'S GARDEN
80 Queen Street North HAMILTON ON L8R 3P6

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

BERNADETTE SUSNIK (120)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): December 29, 2014

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Environmental Services Supervisor and registered staff regarding the home's hot weather related illness prevention and management plan.

The following Inspection Protocols were used during this inspection:



Safe and Secure Home

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
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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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. 20. Cooling requirements

Specifically failed to comply with the following:

s. 20. (1) Every licensee of a long-term care home shall ensure that a written hot weather related illness prevention and management plan for the home that meets the needs of the residents is developed in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices and is implemented when required to address the adverse effects on residents related to heat. O. Reg. 79/10, s. 20 (1).

Findings/Faits saillants :

1. The licensee did not ensure that their hot weather related illness prevention and management plan was developed in accordance with prevailing practices and implemented when required to address the adverse effects on residents related to heat.

According to anonymous complaints received by residents and staff, the air temperatures were over 85 degrees Fahrenheit (30 degrees Celcius) on the 2nd and 3rd floors throughout the summer and claimed that the air conditioning was not working thereby creating conditions that were "unbearable". Claims were made that residents were in "severe" heat distress and that residents were not provided with fans. During the week of September 2, 2014, additional complaints were received that internal air temperatures were again over 85 degrees Fahrenheit (30C) on the 2nd floor. The complainants did not provide any details about the types of symptoms experienced during these episodes.

The home's policy RRCS-C-45 titled "Extreme Hot/Cold Weather" developed in 2009 and updated in 2013 was reviewed and identified that the home environment was to be monitored for air temperatures, especially when appropriate air systems were not functioning, and that electric fans be used for all residents. The home's policy LTC-CA-WQ-200-07-05 titled "Heat Prevention-Hot Weather" revised in November 2014 was reviewed and identified that hot weather protocols are to be implemented when air temperature plus humidity exceeded 30 degrees Celcius (information identified to be in error and should be a humidex of 30). These policies were developed partially in accordance with prevailing practices identified by the Ministry of Health and Long Term Care in a document titled "The Guidelines for the Prevention and Management of Hot Weather Related Illness in Long-Term Care Homes", 2012. The policies lacked general



guidance on how to take indoor air and humidity levels and how to calculate humidex levels. The policies lacked information for staff regarding dedicated cooling areas for all residents should their cooling systems fail. A temperature chart identified in the home's policy RRCS-C-45 was not accurate.

During the inspection, it was verified with the Environmental Services Supervisor (ESS) that the home was designed to provide air conditioned air only to their dining rooms as per Ontario Regulation 79/10 s. 20(2). The remaining areas of the home with the exception of a few other common areas on the ground floor, were tempered (de-humidified only). A very hot and humid day will exceed the system's capacity to adequately reduce heat and humidity and interior conditions may be similar to exterior conditions. The ESS also reported that staff, family and visitors were opening windows during humid days which affected the cooling systems even further. Verification was also made that their heating, ventilation and air conditioning (HVAC) contractors made over 12 visits in 2014 to respond to system issues.

A) Documentation kept by the ESS of the home confirmed that a call was placed to their HVAC contractor on July 21, 2014 regarding the lack of cooling and confirmed that a compressor was not in good operating order and operating at 89 (32C) degrees Fahrenheit (F). The unit was repaired on July 22, 2014 once parts were received and the air temperature set to the required minimum of 71.6 F (22C). This particular unit was dedicated to cool the dining rooms on the 2nd and 3rd floors, which were both the designated cooling area for residents living on those floors. The air temperatures for the 2nd and 3rd floor were therefore confirmed to be "uncomfortable" during July 21-22, 2014. According to Environment Canada, outdoor air temperatures were 14.6 - 29.2C (Humidex high of 33) on July 21, 2014 and 18-30.1C (Humidex high of 37) on July 22, 2014. The humidex combines the temperature and humidity into one number to reflect the perceived temperature. Humidex values between 30 and 39 cause some discomfort for the average person and possibly greater discomfort for residents who are at high risk of heat stress due to their age, medical condition and mobility level. The range of 30-39 requires that staff be on "alert" for signs of distress. No verification could be provided by the home that indoor values were being monitored throughout the summer and especially on July 21 and 22, 2014 when cooling equipment was not functioning. The ESS confirmed that over the summer, fans were not available for all residents who complained of being uncomfortable. The first floor was apparently not affected as they had additional and separate cooling systems.

B) Documentation kept by the ESS of the home confirmed that a call was placed to their



HVAC contractor on September 2, 2014 that the east side of the building was "warm". The contractor found a faulty fan motor which was replaced. No temperature values were documented by home staff at that time. According to Environment Canada, outdoor air temperatures were between 16-28 degrees Celcius and humidex values were 27 and 37 between September 1 and 2, 2014. Fans were available for corridors and the nursing station and some residents, but not all residents who felt uncomfortable.

Discussions were held with the Director of Care and several registered staff who worked in the home between May and October 2014. The staff confirmed that air temperatures were very hot but did not know what the exact temperatures were. They reported that due to the historical levels of heat in the home, residents were continuously monitored for signs and symptoms of heat distress. Staff reported that residents did not progress beyond sweating, a normal process in July or September 2014. Interventions (additional fluids, re-location during the day to cooler areas) were offered but not always accepted by all residents. No residents were identified on 3rd or 2nd floors with heat related illness such as the inability to sweat, dizziness, nausea, paleness, muscle cramps or weakness. Discomfort was expressed however residents were still able to cope physically without becoming clinically distressed.

The licensee was not compliant with respect to air temperature and humidity monitoring and ensuring that all interventions possible were taken to keep residents comfortable as per prevailing practices. [s. 20(1)]

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 the hot weather related illness prevention and management plan is developed in accordance with prevailing practices and implemented when required to address the adverse effects on residents related to heat, to be implemented voluntarily.



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Issued on this 5th day of January, 2015

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

Original report signed by the inspector.