

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

Rapport d'inspection prévue  
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  
33 King Street West, 4th Floor  
OSHAWA ON L1H 1A1  
Telephone: (905) 440-4190  
Facsimile: (905) 440-4111

Bureau régional de services de  
Centre-Est  
33, rue King Ouest, étage 4  
OSHAWA ON L1H 1A1  
Téléphone: (905) 440-4190  
Télécopieur: (905) 440-4111

**Public Copy/Copie du public**

---

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Nov 7, 2019	2019_603194_0023	018046-19	Complaint

---

**Licensee/Titulaire de permis**

0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership

2020 Fisher Drive Suite 1 PETERBOROUGH ON K9J 6X6

---

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

Riverview Manor Nursing Home  
1155 Water Street PETERBOROUGH ON K9H 3P8

---

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

CHANTAL LAFRENIERE (194)

---

**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): October 28, 29, and 30, 2019**

**The inspector inspected complaint log #018046-19 related to RN staffing in the home and a resident fall.**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care (DOC), Nursing Administration Services Manager (NASM), Registered Nurse (RN) and Registered Practical Nurse (RPN).**

**The inspector reviewed, RN staffing plan, back up plan, sick calls sheets, managers on call rotations, clinical health records of identified resident and falls assessments.**

**The following Inspection Protocols were used during this inspection:  
Falls Prevention  
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**

<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>Légende</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. 8. Nursing and personal support services**

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

**s. 8. (3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations. 2007, c. 8, s. 8 (3).**

**Findings/Faits saillants :**

1. The licensee failed to ensure that there was at least one registered nurse who is an employee of the licensee and a member of the regular nursing staff on duty and present at all times, unless there is an allowable exception to this requirement.

Under LTCHA, s. 8(3) for RN in the home at all times, the exceptions would apply under O. Reg 79/10 s. 45(1) for homes with a licensed bed capacity of more than 64 bed and fewer than 129,

i) in the case of a planned or extended leave of absence of an employee of the licensee who is a registered nurse and a member of the regular nursing staff, a registered nurse who works at the home pursuant to a contract or agreement with the licensee and who is a member of the regular nursing staff may be used,

ii) in the case of an emergency where the back-up plan referred to in clause 31(3)(d) of this Regulation fails to ensure that the requirement under subsection 8(3) of the Act is met, a registered nurse who works at the home pursuant to a contract or agreement between the licensee and an employment agency or other third party may be used if,  
A. the Director of Nursing and Personal Care or a registered nurse who is both an employee of the licensee and member of the regular nursing staff is available by telephone, and

B. a registered practical nurse who is both an employee of the licensee and member of the regular nursing staff is on duty and present in the home.

Related to log #018046-19:

On an identified date the Director received an anonymous complaint, related to not having registered nurses available and on duty in the home during specific periods.

During entrance conference with Inspector #194 related to RN staffing in the home, the Administrator indicated that the RN staffing plan at the home, had one full-time position which was unfilled, since an identified date. The RN position is expected to be filled, on an identified date. Administrator also indicated during interview with Inspector #194 that a casual, part-time RN was currently being offered a position at the home. The Administrator indicated that recruitment of RN staff has been taking place.

During inspection of the complaint, Inspector #194 reviewed the home staffing plan, back plan and Registered Nurses and Registered Practical Nurses scheduled shifts, and the following was indicated:

-On specific dates, full shifts were identified, where there were no registered nurse on

duty and present in the home.

The licensee failed to ensure that there was at least one registered nurse who is an employee of the licensee and a member of the regular nursing staff on duty and present at all times, unless there is an allowable exception to this requirement, on several identified dates. [s. 8. (3)]

***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 by ensuring that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times., to be implemented voluntarily.***

---

Issued on this 7th day of November, 2019

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

**Original report signed by the inspector.**