

**Original Public Report**

<b>Report Issue Date</b>	June 7, 2022		
<b>Inspection Number</b>	2022_1238_0002		
<b>Inspection Type</b>	<input checked="" type="checkbox"/> Critical Incident System <input checked="" type="checkbox"/> Complaint <input type="checkbox"/> Follow-Up <input type="checkbox"/> Director Order Follow-up <input type="checkbox"/> Proactive Inspection <input type="checkbox"/> SAO Initiated <input type="checkbox"/> Post-occupancy <input type="checkbox"/> Other _____		
<b>Licensee</b>	North York General Hospital		
<b>Long-Term Care Home and City</b>	Senior Health Center, North York		
<b>Lead Inspector</b>	Manon Nighbor #755		<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	Cathi Kerr #641		<i>Manon Nighbor</i>

**INSPECTION SUMMARY**

The inspection occurred on the following date(s): May 2-6, 9-13, 2022.

The following intake(s) were inspected:

- Intake #007796-22, (Critical Incident #2744-000117-22) related to medical condition, symptom, and medication.
- Intake #007485-22, (Complaint) related to privacy, bathing, responsive behaviours, and medical condition.
- Intake #007049-22, (Complaint) related to medical condition, symptom, medication, infection prevention and control (IPAC), bathing, laundry service, language barrier, and staff training.
- Intake #006868-22, (Complaint) related to nutrition, documentation, medical condition, symptom, and bathing.
- Intake #006285-22, (Complaint) related to medical condition, symptom, referral, medication, responsive behaviours, laundry services and resident monitoring.
- Intake #004803-22. (CI #27440000075-22) related to resident monitoring, and documentation.
- Intake #004649-22, (CI #2744-000057-22, CI #2744-000056-22, CI #2744-000080-22, CI #2744-000087-22) related to bathing, responsive behaviours, clothing, laundry services, medical condition, food service and mobility equipment.
- Intake #004228-22, (Complaint) related to privacy, responsive behaviours, neglect, bathing, and food service.

- Intake #016182-21, (Complaint) related to IPAC, personal care, responsive behaviours of another resident, bed and mobility equipment, laundry services, food service, skin, pest control, and resident monitoring.
- Intake #008506-22, (Complaint) related to plan of care, assessment, laundry services, bathing, and pest control.
- Intake #008601-22, (CI #2744-000124-22) related to bathing and neglect.
- Intake #008610-22, (CI #2744-000134-22, CI #2744-000136-22) related to symptom and infection prevention and control (IPAC).

The following Inspection Protocols were used during this inspection:

- Contenance Care
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services (2)
- Infection Prevention and Control (IPAC) (2)
- Medication Management
- Prevention of Abuse and Neglect
- Recreational and Social Activities
- Reporting and Complaints
- Resident Care and Support Services (2)
- Residents' Rights and Choices (2)
- Responsive Behaviours (2)
- Safe and Secure Home
- Skin and Wound Prevention and Management
- Staffing, Training and Care Standards

## INSPECTION RESULTS

**During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There was one remedied non compliance found.**

### NON-COMPLIANCE REMEDIED

#### **NC#01 remedied pursuant to FLTCA, 2021, s. 154(2)**

*Findings of Non-Compliance* were found during this inspection and were *remedied* prior to its conclusion. The inspector was satisfied that the non-compliance met the intent of section 154(2) and requires no further action.

FLTCA, 2021, s. 6 (1) (c).

The resident's current written plan of care #3, stated that encouraging resident to do their laundry in the resident's laundry area had not been effective. The plan of care did not set out clear directions to staff who provided direct care to the resident.

The plan of care support action #3 was removed, prior to the completion of the inspection, instructions were clear to staff providing direct care to the resident.

This noncompliance had no risk of harm to the resident and was remedied prior to the conclusion of the inspection.

Date Remedy Implemented: May 13, 2022.

## REVIEW/APEAL INFORMATION

### TAKE NOTICE

The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the *Fixing Long-Term Care Act, 2021* (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB).

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order or AMP was served on the licensee.

The written request for review must include,

- (a) the portions of the order or AMP in respect of which the review is requested. Please include the inspection report # and the order or AMP #;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

#### Director

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON M7A 1N3  
email: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

If service is made by:

- registered mail, is deemed to be made on the fifth day after the day of mailing
- email, is deemed to be made on the following day, if the document was served after 4 p.m.
- commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- An order made by the Director under sections 155 to 159 of the Act.

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Ottawa Service Area Office**  
347 Preston Street, Suite 420  
Ottawa ON K1S 3J4  
Telephone: 1-877-779-5559  
[OttawaSAO.moh@ontario.ca](mailto:OttawaSAO.moh@ontario.ca)

- An AMP issued by the Director under section 158 of the Act.
- The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

HSARB is an independent tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the licensee decides to request an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

**Health Services Appeal and Review Board**  
Attention Registrar  
151 Bloor Street West, 9th Floor  
Toronto, ON M5S 1S4

**Director**  
c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
Toronto, ON M7A 1N3  
email: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).