

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central East District

33 King Street West, 4th Floor
Oshawa, ON, L1H 1A1
Telephone: (844) 231-5702

Original Public Report

Report Issue Date: July 26, 2024

Inspection Number: 2024-1273-0003

Inspection Type:

Proactive Compliance Inspection

Licensee: Shepherd Village Inc.

Long Term Care Home and City: Shepherd Lodge, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 15 -19, 22 - 23, 2024

The following intake(s) were inspected:

- Intake: #00120154 - PCI

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Residents' and Family Councils
- Medication Management
- Food, Nutrition and Hydration
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Quality Improvement
- Staffing, Training and Care Standards
- Residents' Rights and Choices
- Pain Management

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Elevators

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 13

Elevators

s. 13. Every licensee of a long-term care home shall ensure that any elevators in the home are equipped to restrict resident access to areas that are not to be accessed by residents.

The licensee failed to ensure that elevators in the home are equipped to restrict resident access to areas that are not to be accessed by residents.

Rationale and Summary

During a Proactive Compliance Inspection (PCI) the elevators in the home were observed to have an access code from the resident home areas to get onto the elevator, but once on the elevator residents could take the elevator to the basement area. In the basement there were many non resident areas ,with doors open and unsupervised, including maintenance, facility supplies, laundry and garbage chutes. In addition to the right of the elevator were three stairs leading down to an electrical room.

The homes Resident Safety Policy directs that elevators must be equipped to restrict access to areas that are not to be accessed by non-staff.

The Assistant Director of Care (ADOC) indicated that there is a code to get on the elevator from the resident home areas but acknowledged there is no code required to get off the elevator to the basement, with the exception of those residents who

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have a wander guard. Additionally, residents with no cognitive impairment are given the code to get on the elevator in order to go to the first floor where they could go to areas including outside, the hair salon or cafeteria. The ADOC also indicated that residents occasionally access the Garden view room located in the basement and are to be supervised.

The Environmental Services Manager (ESM) acknowledged that the elevator does not require a code to get on from the first floor and that the elevator is not equipped to restrict residents from accessing the basement. Furthermore they indicated residents could press the wrong button on the elevator and go to the basement where there were unsafe areas.

The Director of Client Services/Administrator acknowledged the home's expectation for resident safety is that elevators are equipped to restrict access to areas that are not to be accessed by staff and indicated that once on the elevator there is nothing to restrict residents from getting off the elevator in the basement. The Director of Client Services indicated they had contacted Chubb Security to review the home's elevator access to the basement for improvements for resident safety.

Failing to ensure the home's elevators were equipped to restrict access of residents to non resident areas posed a risk of injury to residents by accessing unsafe areas and materials.

Sources: Observations, Home's Policy titled "Resident Safety'-Balconies", interviews with ADOC, ESM and Director of Client Services/Administrator. [741748]