



**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
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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
Sep 4, 2015	2015_450138_0010	O-001543-15, O-002449-15	Complaint

Licensee/Titulaire de permis

The Corporations of the United Counties of Leeds and Grenville, the City of Brockville, the Town of Gananoque and the Town of Prescott
c/o St. Lawrence Lodge 1803 County Road 2 BROCKVILLE ON K6V 5T1

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

ST. LAWRENCE LODGE
1803 County Road, #2 East Postal Bag #1130 BROCKVILLE ON K6V 5T1

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

PAULA MACDONALD (138)

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): August 20, 2015.

The inspector conducted off-site inspection activities on August 21 and 26, 2015.

During the course of the inspection, the inspector(s) spoke with the Director, Finance and Administration, the Receptionist, the Resident Charges Assistant, the Director of Care, and Residents.

The inspector also reviewed the business file for two residents which included financial information and various internal documents.

**The following Inspection Protocols were used during this inspection:
Reporting and Complaints
Resident Charges**

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

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	Legendé 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 LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights
Specifically failed to comply with the following:

s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so. 2007, c. 8, s. 3 (1).

Findings/Faits saillants :

1. The licensee failed to comply with section 3.(1)25. of the Act in that every resident has



the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.

On August 20, 2015, Inspector #138 spoke with the home's Director, Finance and Administration regarding the business file of Resident #002. The Director, Finance and Administration stated that Resident #002 was competent to make financial decision but often made poor decisions. The Director, Finance and Administration further stated that the home and Resident #002 entered into an agreement in December 2014 in which the resident turned over his/her pension cheques to the home for payment of monthly expenses. At this time the Director, Finance and Administration arranged for a staff member, the Receptionist, to assist the resident in managing an internet/cable account that had gone into arrears. It was established that the home would pay the resident's monthly cable/internet bill through Resident #002's trust account. The Director, Finance and Administration stated that in April 2015, Resident #002 violated the agreement when the resident re-directed his/her pension cheques directly to his/her bank and acted to pay his/her bills on his/her own. The Director, Finance and Administration stated that he instructed the Receptionist to call Resident #002's cable/internet provider to disconnect the resident's cable/internet as a result of violating the agreement. The inspector also reviewed a hard copy of an email dated April 28, 2015, from the Director, Finance and Administration outlining that the resident violated his/her agreement and, as a result, the Receptionist was directed to cancel Resident #002's cable/internet.

The inspector spoke with the Receptionist who confirmed that Resident #002's cable/internet account was in arrears in November 2014 and would be suspended requiring the resident to pay substantial reconnection fees. She further stated that she contacted the cable/internet company in December 2014 and January 2015 in which the resident was present and had allowed the Receptionist's name to be added to the account, as the account was in the resident's name, so that she would be able to re-negotiate the bill on the resident's behalf. The receptionist stated that once the account was re-established, the home took the responsibility to pay the cable/internet bill from the resident's trust account. The Receptionist stated that she had contacted the cable/internet provider again on April 29, 2015 to cancel the service.

The inspector spoke with Resident #002 regarding his/her cable/internet. The resident stated to the inspector that s/he gave the Receptionist permission to assist with the cable/internet account and that s/he agreed for the home to pay the cable/internet bill from the resident's trust account. The resident very clearly stated to the inspector that s/he did not give the home permission to cancel the cable/internet. The resident stated



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that s/he did have a disruption to the cable/internet account but was unable to give an exact time frame, stating that it was fairly recent, that s/he had to call the cable/internet provider and re-establish the service, and that the following bill was higher than normal indicating a reconnection charge.

Resident #002 was not afforded the right to fully manage his/her financial affairs when the home cancelled Resident #002's cable/internet.

(O-002449-15) [s. 3. (1) 25.]

Issued on this 4th day of September, 2015

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

Original report signed by the inspector.