



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

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

**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**

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## **Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du apport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jan 22, 2016	2015_346133_0047	O-000830-14	Follow up

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### **Licensee/Titulaire de permis**

Omni Health Care Limited Partnership on behalf of 0760444 B.C. Ltd. as General Partner  
2020 Fisher Drive Suite 1 PETERBOROUGH ON K9J 6X6

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

STREAMWAY VILLA  
19 JAMES STREET WEST COBOURG ON K9A 2J8

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

JESSICA LAPENSEE (133)

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## **Inspection Summary/Résumé de l'inspection**



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**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): November 25th - 27th,  
2016**

**This inspection was in follow up to Compliance Order #002, related to lighting  
levels in the  
home, served on the licensee on August 14th, 2014, as a result of Resident Quality  
Inspection  
#2014\_365194\_0008.**

**During the course of the inspection, the inspector(s) spoke with the Administrator,  
the RAI coordinator, and the maintenance worker.**

**The inspector used a light meter to assess lighting levels in resident bedrooms, the  
laundry room, and common areas throughout the home.**

**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)**

**0 VPC(s)**

**1 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>Legendé</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>

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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 18. Every licensee of a long-term care home shall ensure that the lighting requirements set out in the Table to this section are maintained. O. Reg. 79/10, s. 18.**

**TABLE****Homes to which the 2009 design manual applies****Location - Lux****Enclosed Stairways - Minimum levels of 322.92 lux continuous consistent lighting throughout****All corridors - Minimum levels of 322.92 lux continuous consistent lighting throughout****In all other areas of the home, including resident bedrooms and vestibules, washrooms, and tub and shower rooms. - Minimum levels of 322.92 lux****All other homes****Location - Lux****Stairways - Minimum levels of 322.92 lux continuous consistent lighting throughout****All corridors - Minimum levels of 215.28 lux continuous consistent lighting throughout****In all other areas of the home - Minimum levels of 215.28 lux****Each drug cabinet - Minimum levels of 1,076.39 lux****At the bed of each resident when the bed is at the reading position - Minimum levels of 376.73 lux****O. Reg. 79/10, s. 18, Table; O. Reg. 363/11, s. 4****Findings/Faits saillants :**

1. The licensee failed to comply with O. Reg. 79/10, s. 18 in that the licensee failed to ensure that the lighting requirements set out in the lighting table were maintained.

An inspection (#2014\_365194\_0008) was previously conducted, in August 2014, and non-compliance (Compliance Order #002) was issued on August 14th, 2014, regarding insufficient lighting levels throughout the home. The order required the licensee to correct the non-compliance by May 31st, 2015. Specifically, the licensee was ordered to “ensure that required lighting levels of lighting are provided in all areas of the long term care home including: a minimum level of 215.28 lux in all resident bedrooms, shower room, laundry room, hair salon and common areas; a minimum of 215.28 lux of continuous



consistent lighting throughout all corridors”

The long term care home was built prior to 2009 and therefore the section of the lighting table that was applied is titled “all other homes”. Inspector #133 conducted a follow up inspection to Compliance Order #002 on November 25th – 27th, 2015. A hand held digital light meter was used (Amprobe LM-120, accurate to +/- 5%, operating error < 10%) to measure the lux in all corridors, the dining room, the shower room, the quiet room, the hair salon, the laundry room, and resident bedrooms. The light meter was held a standard 30 inches above and parallel to the floor. If all lights were not turned on at the time the inspector entered an area, they were turned on and allowed to warm up for at least 10 minutes, including all wall mounted over bed lights in the bedrooms. Table and floor lamps that were provided by the residents were not included in the lighting measurement. When measuring light levels in resident bedrooms, or common areas such as the shower room and the hair salon, the doors were closed at the time of observation in order to eliminate the influence of the hallway lighting on the meter readings. When light levels were measured during the day time in resident bedrooms, window coverings were drawn, which served to prevent the influence of natural light, as the window coverings were thick and double lined. When light levels were measured in the evening, after approximately 4:30pm given the time of the year, in resident bedrooms and in common areas, window coverings were not drawn, due to the absence of the influence of natural light. When light levels were measured between a bed and closets, the measurement was taken at the mid-point of the bed (i.e. the inspector stood between the head and foot of the bed, between the bed and the closets).

Upon the inspector's arrival to the home on November 25th, 2015, the maintenance worker escorted the inspector on a tour of the home and informed the inspector that the licensee's corrective actions in relation to compliance order #002 included the addition of ceiling light fixtures and upgrading of lighting in existing ceiling fixtures. Over the course of the inspection, the inspector found that these corrective actions resulted in compliant lighting levels in some areas, however other areas remained non-compliant.

Lighting levels in all areas throughout the North hallways, the activity room/dining room and the quiet room were found to be above the minimum requirement of 215.28 lux. Lighting levels in one identified area of the South hallway, further described below, were below the minimum requirement of 215.28 lux. Lighting levels in one identified area of the hallway behind the nurses' station, further described below, were below the minimum requirement of 215.28 lux. Lighting levels in one identified area of the laundry room, the hair salon, and throughout the shower room, further described below, were below the



minimum requirement of 215.28 lux. Lighting levels in some areas of nineteen resident bedrooms, as described below, were below the minimum requirement of 215.28 lux.

It is to be noted that the inspector measured lighting levels in all resident bedrooms with the exception of bedroom #3 and #4.

Related to lighting in the bedrooms, within the entrance vestibule, there was a ceiling mounted semi flush circular fixture (entrance light) with an opaque lens, which held two compact fluorescent bulbs. The entrance light served to illuminate the path in and out of the bedroom, along the entrance vestibule. The entrance vestibule in resident bedrooms varied in length. There was a wall mounted light above every resident's bed. As well, within the bed area of all bedrooms, there were a varying number of sets of ceiling mounted fluorescent tube lights (troffer lights). In private bedrooms, there was one set of troffer lights, perpendicular to the bed, generally between the foot and head of the bed. In semi-private bedrooms, there were two sets of troffer lights, perpendicular to the foot of bed #1 and extending along the foot of bed #2. In ward rooms, there were three sets of troffer lights, in a line down the center of the room, between the beds.

Specific details of the continuing non-compliance related to lighting levels are as follows:

**Private bedrooms:** In summary, in the four private bedrooms noted below, the entrance light did not serve to adequately illuminate all areas of the entrance vestibule, before the bed space. Compliant private bedrooms, such as bedrooms # 9 and #10, had a shorter entrance vestibule and therefore illumination from the ceiling mounter troffer lights within the bed areas served the entrance vestibule area as well.

**Bedroom #A:** Lighting levels were measured throughout this bedroom at approximately 4:40 pm on November 25th, 2015. Midway down the entrance vestibule, the highest level of lighting measured was 182 lux. At the end of the entrance vestibule, the highest level of lighting measured was 149 lux.

**Bedroom #B:** Lighting levels were measured throughout this bedroom at 4:50 pm on November 25th, 2015. At the end of the entrance vestibule, the highest level of lighting measured was 177 lux.

**Bedroom #C:** Lighting levels were measured throughout this bedroom at 5:01 pm on November 25th, 2015. Midway down the entrance vestibule, the highest level of lighting measured was 176 lux. At the end of the entrance vestibule, the highest level of lighting



measured was 162 lux.

**Bedroom #D:** Lighting levels were measured throughout this bedroom at 5:14pm, on November 26th, 2015. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 139 lux.

**Ward bedrooms:** In summary, in the six ward bedrooms noted below, the ceiling mounted troffer lights in closest proximity to the first beds did not serve to adequately illuminate the space between the beds and the closets. In two cases (#17 and #31), the ceiling mounted entrance light did not serve to adequately illuminate the length of the entrance vestibule area, and this is related to the different length of the entrance vestibule in those bedrooms, and proximity to the ceiling mounter troffer lights within the bed space. In bedroom #17 and #31, the entrance vestibule was approximately eight and a half feet and nine and a half feet respectively, whereas the entrance vestibule in other ward rooms was approximately one to two feet in length.

**Bedroom #E:** Lighting levels were measured throughout this bedroom at 5:22pm on November 25th, 2015 and again at approximately 11:30am on November 27th, 2015. Between resident #001's bed and the closets, the highest level of lighting measured was 150 lux. Between resident #002's bed and the closets, the highest level of lighting measured was 167 lux.

**Bedroom #F:** Lighting levels were measured throughout this bedroom at 5:30pm on November 25th, 2015 and again at approximately 9:40am on November 27th, 2015. Between resident #003's bed and the closets, the highest level of lighting measured was 136 lux.

**Bedroom #G:** Lighting levels were measured throughout this bedroom at 5:43pm on November 25th, 2015. Between resident #004's bed and the closets, the highest level of lighting measured was 158 lux. Between resident #005's bed and the closets, the highest level of lighting measured was 164 lux.

**Bedroom #H:** Lighting levels were measured throughout this bedroom at 5:55pm on November 25th, 2015. Between resident #006's bed and the closets, the highest level of lighting measured was 133 lux. Between resident #007's bed and the closets, the highest level of lighting measured was 133 lux.

**Bedroom #I:** Lighting levels were measured throughout this bedroom at 7:02pm on

November 25th, 2015 and again at 1:10pm on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 178 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 136 lux. Between resident #008's bed and the closets, the highest level of lighting measured was 119 lux. Between resident #009's bed and the closets, the highest level of lighting measured was 134 lux.

Bedroom #J: Lighting levels were measured throughout this bedroom at 12:34pm on November 26th, 2015 and again at 10:16am on November 27th, 2015. Underneath the entrance light, the highest level of lighting measured was 176 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 165 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 166 lux. Between resident #010's bed and the closets, the highest level of lighting measured was 168 lux. Between resident #011's bed and the closets, the highest level of lighting measured was 151 lux.

Semi private bedrooms: In summary, in the nine semi-private bedrooms noted below, the ceiling mounted entrance light did not serve to adequately illuminate all areas of the entrance vestibule before the bed area, including the area directly below the entrance light in four of the noted bedrooms. It is likely that the difference in these four bedrooms is the age of the bulbs within the fixture, as they were the same type of bulbs in the same type of fixtures. Compliant semi-private bedrooms, such as bedrooms #23-#26, had a shorter entrance vestibule, approximately five feet vs. eight and a half feet, and therefore illumination from the ceiling mounter troffer lights within the bed areas served the entrance vestibule area as well.

Bedroom # K: Lighting levels were measured throughout this bedroom at 6:05pm on November 25th, 2015 and again at 12:23pm on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 169 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 145 lux.

Bedroom # L: Lighting levels were measured throughout this bedroom at 6:11pm on November 25th, 2015 and again at 6:15pm on November 26th, 2015. Underneath the entrance light, the highest level of lighting measured was 182 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 167 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 137 lux.



Bedroom # M: Lighting levels were measured throughout this bedroom at 6:28pm on November 25th, 2015 and again at 6:05pm on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 174 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 144 lux.

Bedroom # N: Lighting levels were measured throughout this bedroom at 6:46pm on November 25th, 2015 and again at 10:02am on November 27th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 165 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 106 lux. Between bed #1 and the closets, the highest level of lighting measured was 140 lux.

Bedroom # O: Lighting levels were measured throughout this bedroom at 6:57pm on November 25th, 2015 and again at 9:50am on November 26th, 2015. Underneath the entrance light, the highest level of lighting measured was 180 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 156 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 140 lux.

Bedroom # P: Lighting levels were measured throughout this bedroom at 12:31pm, on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 172 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 116 lux.

Bedroom # Q: Lighting levels were measured throughout this bedroom at 12:41pm, on November 26th, 2015. Underneath the entrance light, the highest level of lighting measured was 169 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 150 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 118 lux.

Bedroom # R: Lighting levels were measured throughout this bedroom at 1pm, on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 178 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 157 lux.

Bedroom # S: Lighting levels were measured throughout this bedroom at 4:34pm, on

November 26th, 2015. Underneath the entrance light, the highest level of lighting measured was 170 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 150 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 124 lux.

Laundry room: Lighting levels were measured throughout this room at 1:20pm and again at 5:30pm, on November 26th, 2015. In the immediate area of the labelling machine, the highest level of lighting measured was 87 lux. In between the closed entrance door and the first dryer, the highest level of lighting measured was 152 lux. In between the dryer and the towel rack, the highest level of lighting measured was 114 lux. In the general area in front of the labelling machine and between the dryer and the entrance door, there was a ceiling fan with four frosted cone shaped bulbs, each contained within a bell shaped cover that was open at the base. This lighting did not serve to adequately illuminate the area.

Hallway behind the nurses' station leading to the quiet room: Lighting levels were measured throughout this area at 1:35pm, on November 26th, 2015. Between the office of the nutritional care manager (NCM) and the entrance of the quiet/tv lounge, the highest level of lighting measured was 127 lux. Directly in front of the entrance to the quiet room/tv lounge, the highest level of lighting measured was 156 lux. The set of ceiling mounted troffer lights parallel to the NCMs office did not serve to adequately illuminate the area beyond it. There were no other hallway lights past the NCM's office. There was a set of ceiling mounted troffer lights in the hallway directly around the corner from the entrance to the quiet room/tv lounge, which did not serve to adequately illuminate the area in front of the room.

Shower room: Lighting levels were measured throughout this room at 3pm and at 5:46pm, on November 26th, 2015. There were two recessed pot lights within the shower stall, with clear lenses, and two recessed compact fluorescent bulbs in the ceiling, with no lenses, in the room before the shower stall. Within the shower stall, in the center, facing outwards, with the shower curtain open, the highest level of lighting measured was 135 lux. In the same area, with the shower curtain closed, the highest level of lighting measured was 103 lux. In the center of the room before the shower stall, with the shower curtain closed, the highest level of lighting measured was 112 lux. In the same area, with the shower curtain open, the highest level of lighting measured was 126 lux. The provided lighting did not serve to adequately illuminate the shower room.

Hair salon: Lighting levels were measured throughout this room at 3:44pm and at 6pm,



on November 26th, 2015. There was one set of ceiling mounted troffer lights in the immediate entrance of the room. Directly in front of the dryer chair, in the back corner of the room, the highest level of lighting measured was 155 lux. The troffer lights did not serve to adequately illuminate the back corner of the hair salon.

South hallway: Lighting levels were measured throughout this hallway, starting at 5pm, on November 26th, 2015. Directly in front of bedroom #26, the highest level of lighting measured was 123 lux. Directly in front of bedroom #25, the highest level of lighting measured was 112 lux. Light from the ceiling mounted troffer lights in the centre of the hallway in this area was obscured by a length of ductwork or a bulkhead that ran parallel to bedroom #25 and #26, approximately 4 feet out from the bedrooms.

The minimum required amount of 215.28 lux was not achieved in all areas of the home, as specifically identified above. This continuing pattern of non-compliance requires that the Compliance Order be reissued. Low levels of lighting are a potential risk to the health, comfort, safety and wellbeing of residents. Insufficient lighting may negatively impact the ability of staff to clean effectively and to deliver safe and effective care to residents, including to conduct assessments and to provide treatments. Low levels of illumination and shadows may negatively impact residents' perception of the surrounding environment affecting mobility, nutritional intake, and overall quality of life. [s. 18.]

***Additional Required Actions:***

***CO # - 001 will be served on the licensee. Refer to the "Order(s) of the Inspector".***

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Issued on this 22nd day of January, 2016

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

Original report signed by the inspector.



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et  
des Soins de longue durée**

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

**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**

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**Name of Inspector (ID #) /**

**Nom de l'inspecteur (No) :** JESSICA LAPENSEE (133)

**Inspection No. /**

**No de l'inspection :** 2015\_346133\_0047

**Log No. /**

**Registre no:** O-000830-14

**Type of Inspection /**

**Genre**

Follow up

**d'inspection:**

**Report Date(s) /**

**Date(s) du Rapport :** Jan 22, 2016

**Licensee /**

**Titulaire de permis :** Omni Health Care Limited Partnership on behalf of  
0760444 B.C. Ltd. as General Partner  
2020 Fisher Drive, Suite 1, PETERBOROUGH, ON,  
K9J-6X6

**LTC Home /**

**Foyer de SLD :** STREAMWAY VILLA  
19 JAMES STREET WEST, COBOURG, ON, K9A-2J8

**Name of Administrator /**

**Nom de l'administratrice**

**ou de l'administrateur :** Maureen Imamovic

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**Ministry of Health and  
Long-Term Care**

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
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Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8*

To Omni Health Care Limited Partnership on behalf of 0760444 B.C. Ltd. as General Partner, you are hereby required to comply with the following order(s) by the date(s) set out below:

**Order(s) of the Inspector**Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8***Ordre(s) de l'inspecteur**Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée, L.O. 2007, chap. 8***Order # /****Ordre no :** 001**Order Type /****Genre d'ordre :** Compliance Orders, s. 153. (1) (a)**Linked to Existing Order /****Lien vers ordre  
existant:** 2014\_365194\_0008, CO #002;**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 18. Every licensee of a long-term care home shall ensure that the lighting requirements set out in the Table to this section are maintained. O. Reg. 79/10, s. 18.

## TABLE

Homes to which the 2009 design manual applies

Location - Lux

Enclosed Stairways - Minimum levels of 322.92 lux continuous consistent lighting throughout

All corridors - Minimum levels of 322.92 lux continuous consistent lighting throughout

In all other areas of the home, including resident bedrooms and vestibules, washrooms, and tub and shower rooms. - Minimum levels of 322.92 lux

All other homes

Location - Lux

Stairways - Minimum levels of 322.92 lux continuous consistent lighting throughout

All corridors - Minimum levels of 215.28 lux continuous consistent lighting throughout

In all other areas of the home - Minimum levels of 215.28 lux

Each drug cabinet - Minimum levels of 1,076.39 lux

At the bed of each resident when the bed is at the reading position - Minimum levels of 376.73 lux

O. Reg. 79/10, s. 18, Table; O. Reg. 363/11, s. 4

**Order / Ordre :**

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

**Ordre(s) de l'inspecteur**

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In order to comply with O. Reg. 79/10, s. 18, the licensee will ensure that a minimum of 215.28 lux is provided in all areas of all resident bedrooms, the South hallway, the hallway behind the nurses station, the hair salon, the laundry room, the shower room, as identified below:

- a) the entrance vestibule area in private, semi private and ward bedrooms;
- b) the area between the first beds and the closets in ward bedrooms;
- c) the area directly in front of the hair dryer in the hair salon;
- d) in the shower room;
- e) the area of the labelling machine, between the dryer and the towel shelves, and between the dryers and the door into the room that houses the dryers, in the laundry room;
- f) the area directly in front of bedroom #25 and #26, in the South hallway; and
- g) the area between the nutritional care manager's office and the entrance to the quiet room, in the hallway behind the nurses' station.

**Grounds / Motifs :**

1. 1. The licensee failed to comply with O. Reg. 79/10, s. 18 in that the licensee failed to ensure that the lighting requirements set out in the lighting table were maintained.

An inspection (#2014\_365194\_0008) was previously conducted, in August 2014, and non-compliance (Compliance Order #002) was issued on August 14th, 2014, regarding insufficient lighting levels throughout the home. The order required the licensee to correct the non-compliance by May 31st, 2015. Specifically, the licensee was ordered to “ensure that required lighting levels of lighting are provided in all areas of the long term care home including: a minimum level of 215.28 lux in all resident bedrooms, shower room, laundry room, hair salon and common areas; a minimum of 215.28 lux of continuous consistent lighting throughout all corridors”

The long term care home was built prior to 2009 and therefore the section of the lighting table that was applied is titled “all other homes”. Inspector #133

**Order(s) of the Inspector**

Pursuant to section 153 and/or  
section 154 of the *Long-Term Care  
Homes Act, 2007, S.O. 2007, c.8*

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
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conducted a follow up inspection to Compliance Order #002 on November 25th – 27th, 2015. A hand held digital light meter was used (Amprobe LM-120, accurate to +/- 5%, operating error < 10%) to measure the lux in all corridors, the dining room, the shower room, the quiet room, the hair salon, the laundry room, and resident bedrooms. The light meter was held a standard 30 inches above and parallel to the floor. If all lights were not turned on at the time the inspector entered an area, they were turned on and allowed to warm up for at least 10 minutes, including all wall mounted over bed lights in the bedrooms. Table and floor lamps that were provided by the residents were not included in the lighting measurement. When measuring light levels in resident bedrooms, or common areas such as the shower room and the hair salon, the doors were closed at the time of observation in order to eliminate the influence of the hallway lighting on the meter readings. When light levels were measured during the day time in resident bedrooms, window coverings were drawn, which served to prevent the influence of natural light, as the window coverings were thick and double lined. When light levels were measured in the evening, after approximately 4:30pm given the time of the year, in resident bedrooms and in common areas, window coverings were not drawn, due to the absence of the influence of natural light. When light levels were measured between a bed and closets, the measurement was taken at the mid-point of the bed (i.e. the inspector stood between the head and foot of the bed, between the bed and the closets).

Upon the inspector's arrival to the home on November 25th, 2015, the maintenance worker escorted the inspector on a tour of the home and informed the inspector that the licensee's corrective actions in relation to compliance order #002 included the addition of ceiling light fixtures and upgrading of lighting in existing ceiling fixtures. Over the course of the inspection, the inspector found that these corrective actions resulted in compliant lighting levels in some areas, however other areas remained non-compliant.

Lighting levels in all areas throughout the North hallways, the activity room/dining room and the quiet room were found to be above the minimum requirement of 215.28 lux. Lighting levels in one identified area of the South hallway, further described below, were below the minimum requirement of 215.28 lux. Lighting levels in one identified area of the hallway behind the nurses' station, further described below, were below the minimum requirement of 215.28 lux. Lighting levels in one identified area of the laundry room, the hair salon, and throughout the shower room, further described below, were below the



minimum requirement of 215.28 lux. Lighting levels in some areas of nineteen resident bedrooms, as described below, were below the minimum requirement of 215.28 lux.

It is to be noted that the inspector measured lighting levels in all resident bedrooms with the exception of bedroom #3 and #4.

Related to lighting in the bedrooms, within the entrance vestibule, there was a ceiling mounted semi flush circular fixture (entrance light) with an opaque lens, which held two compact fluorescent bulbs. The entrance light served to illuminate the path in and out of the bedroom, along the entrance vestibule. The entrance vestibule in resident bedrooms varied in length. There was a wall mounted light above every resident's bed. As well, within the bed area of all bedrooms, there were a varying number of sets of ceiling mounted fluorescent tube lights (troffer lights). In private bedrooms, there was one set of troffer lights, perpendicular to the bed, generally between the foot and head of the bed. In semi-private bedrooms, there were two sets of troffer lights, perpendicular to the foot of bed #1 and extending along the foot of bed #2. In ward rooms, there were three sets of troffer lights, in a line down the center of the room, between the beds.

Specific details of the continuing non-compliance related to lighting levels are as follows:

Private bedrooms: In summary, in the four private bedrooms noted below, the entrance light did not serve to adequately illuminate all areas of the entrance vestibule, before the bed space. Compliant private bedrooms, such as bedrooms # 9 and #10, had a shorter entrance vestibule and therefore illumination from the ceiling mounter troffer lights within the bed areas served the entrance vestibule area as well.

Bedroom #A: Lighting levels were measured throughout this bedroom at approximately 4:40 pm on November 25th, 2015. Midway down the entrance vestibule, the highest level of lighting measured was 182 lux. At the end of the entrance vestibule, the highest level of lighting measured was 149 lux.

Bedroom #B: Lighting levels were measured throughout this bedroom at 4:50 pm on November 25th, 2015. At the end of the entrance vestibule, the highest level of lighting measured was 177 lux.

Bedroom #C: Lighting levels were measured throughout this bedroom at 5:01 pm on November 25th, 2015. Midway down the entrance vestibule, the highest level of lighting measured was 176 lux. At the end of the entrance vestibule, the highest level of lighting measured was 162 lux.

Bedroom #D: Lighting levels were measured throughout this bedroom at 5:14pm, on November 26th, 2015. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 139 lux.

Ward bedrooms: In summary, in the six ward bedrooms noted below, the ceiling mounted troffer lights in closest proximity to the first beds did not serve to adequately illuminate the space between the beds and the closets. In two cases (#17 and #31), the ceiling mounted entrance light did not serve to adequately illuminate the length of the entrance vestibule area, and this is related to the different length of the entrance vestibule in those bedrooms, and proximity to the ceiling mounter troffer lights within the bed space. In bedroom #17 and #31, the entrance vestibule was approximately eight and a half feet and nine and a half feet respectively, whereas the entrance vestibule in other ward rooms was approximately one to two feet in length.

Bedroom #E: Lighting levels were measured throughout this bedroom at 5:22pm on November 25th, 2015 and again at approximately 11:30am on November 27th, 2015. Between resident #001's bed and the closets, the highest level of lighting measured was 150 lux. Between resident #002's bed and the closets, the highest level of lighting measured was 167 lux.

Bedroom #F: Lighting levels were measured throughout this bedroom at 5:30pm on November 25th, 2015 and again at approximately 9:40am on November 27th, 2015. Between resident #003's bed and the closets, the highest level of lighting measured was 136 lux.

Bedroom #G: Lighting levels were measured throughout this bedroom at 5:43pm on November 25th, 2015. Between resident #004's bed and the closets, the highest level of lighting measured was 158 lux. Between resident #005's bed and the closets, the highest level of lighting measured was 164 lux.

Bedroom #H: Lighting levels were measured throughout this bedroom at 5:55pm on November 25th, 2015. Between resident #006's bed and the closets, the

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highest level of lighting measured was 133 lux. Between resident #007's bed and the closets, the highest level of lighting measured was 133 lux.

Bedroom #I: Lighting levels were measured throughout this bedroom at 7:02pm on November 25th, 2015 and again at 1:10pm on November 26th, 2015.

Midway down the entrance vestibule, in the center, the highest level of lighting measured was 178 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 136 lux. Between resident #008's bed and the closets, the highest level of lighting measured was 119 lux. Between resident #009's bed and the closets, the highest level of lighting measured was 134 lux.

Bedroom #J: Lighting levels were measured throughout this bedroom at 12:34pm on November 26th, 2015 and again at 10:16am on November 27th, 2015. Underneath the entrance light, the highest level of lighting measured was 176 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 165 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 166 lux. Between resident #010's bed and the closets, the highest level of lighting measured was 168 lux. Between resident #011's bed and the closets, the highest level of lighting measured was 151 lux.

Semi private bedrooms: In summary, in the nine semi-private bedrooms noted below, the ceiling mounted entrance light did not serve to adequately illuminate all areas of the entrance vestibule before the bed area, including the area directly below the entrance light in four of the noted bedrooms. It is likely that the difference in these four bedrooms is the age of the bulbs within the fixture, as they were the same type of bulbs in the same type of fixtures. Compliant semi-private bedrooms, such as bedrooms #23-#26, had a shorter entrance vestibule, approximately five feet vs. eight and a half feet, and therefore illumination from the ceiling mounter troffer lights within the bed areas served the entrance vestibule area as well.

Bedroom # K: Lighting levels were measured throughout this bedroom at 6:05pm on November 25th, 2015 and again at 12:23pm on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 169 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 145 lux.

Bedroom # L: Lighting levels were measured throughout this bedroom at 6:11pm on November 25th, 2015 and again at 6:15pm on November 26th, 2015. Underneath the entrance light, the highest level of lighting measured was 182 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 167 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 137 lux.

Bedroom # M: Lighting levels were measured throughout this bedroom at 6:28pm on November 25th, 2015 and again at 6:05pm on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 174 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 144 lux.

Bedroom # N: Lighting levels were measured throughout this bedroom at 6:46pm on November 25th, 2015 and again at 10:02am on November 27th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 165 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 106 lux. Between bed #1 and the closets, the highest level of lighting measured was 140 lux.

Bedroom # O: Lighting levels were measured throughout this bedroom at 6:57pm on November 25th, 2015 and again at 9:50am on November 26th, 2015. Underneath the entrance light, the highest level of lighting measured was 180 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 156 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 140 lux.

Bedroom # P: Lighting levels were measured throughout this bedroom at 12:31pm, on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 172 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 116 lux.

Bedroom # Q: Lighting levels were measured throughout this bedroom at 12:41pm, on November 26th, 2015. Underneath the entrance light, the highest level of lighting measured was 169 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 150 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 118 lux.

Bedroom # R: Lighting levels were measured throughout this bedroom at 1pm, on November 26th, 2015. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 178 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 157 lux.

Bedroom # S: Lighting levels were measured throughout this bedroom at 4:34pm, on November 26th, 2015. Underneath the entrance light, the highest level of lighting measured was 170 lux. Midway down the entrance vestibule, in the center, the highest level of lighting measured was 150 lux. At the end of the entrance vestibule, in the center, the highest level of lighting measured was 124 lux.

Laundry room: Lighting levels were measured throughout this room at 1:20pm and again at 5:30pm, on November 26th, 2015. In the immediate area of the labelling machine, the highest level of lighting measured was 87 lux. In between the closed entrance door and the first dryer, the highest level of lighting measured was 152 lux. In between the dryer and the towel rack, the highest level of lighting measured was 114 lux. In the general area in front of the labelling machine and between the dryer and the entrance door, there was a ceiling fan with four frosted cone shaped bulbs, each contained within a bell shaped cover that was open at the base. This lighting did not serve to adequately illuminate the area.

Hallway behind the nurses' station leading to the quiet room: Lighting levels were measured throughout this area at 1:35pm, on November 26th, 2015. Between the office of the nutritional care manager (NCM) and the entrance of the quiet/tv lounge, the highest level of lighting measured was 127 lux. Directly in front of the entrance to the quiet room/tv lounge, the highest level of lighting measured was 156 lux. The set of ceiling mounted troffer lights parallel to the NCMs office did not serve to adequately illuminate the area beyond it. There were no other hallway lights past the NCM's office. There was a set of ceiling mounted troffer lights in the hallway directly around the corner from the entrance to the quiet room/tv lounge, which did not serve to adequately illuminate the area in front of the room.

Shower room: Lighting levels were measured throughout this room at 3pm and at 5:46pm, on November 26th, 2015. There were two recessed pot lights within the shower stall, with clear lenses, and two recessed compact fluorescent bulbs

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in the ceiling, with no lenses, in the room before the shower stall. Within the shower stall, in the center, facing outwards, with the shower curtain open, the highest level of lighting measured was 135 lux. In the same area, with the shower curtain closed, the highest level of lighting measured was 103 lux. In the center of the room before the shower stall, with the shower curtain closed, the highest level of lighting measured was 112 lux. In the same area, with the shower curtain open, the highest level of lighting measured was 126 lux. The provided lighting did not serve to adequately illuminate the shower room.

Hair salon: Lighting levels were measured throughout this room at 3:44pm and at 6pm, on November 26th, 2015. There was one set of ceiling mounted troffer lights in the immediate entrance of the room. Directly in front of the dryer chair, in the back corner of the room, the highest level of lighting measured was 155 lux. The troffer lights did not serve to adequately illuminate the back corner of the hair salon.

South hallway: Lighting levels were measured throughout this hallway, starting at 5pm, on November 26th, 2015. Directly in front of bedroom #26, the highest level of lighting measured was 123 lux. Directly in front of bedroom #25, the highest level of lighting measured was 112 lux. Light from the ceiling mounted troffer lights in the centre of the hallway in this area was obscured by a length of ductwork or a bulkhead that ran parallel to bedroom #25 and #26, approximately 4 feet out from the bedrooms.

The minimum required amount of 215.28 lux was not achieved in all areas of the home, as specifically identified above. This continuing pattern of non-compliance requires that the Compliance Order be reissued. Low levels of lighting are a potential risk to the health, comfort, safety and wellbeing of residents. Insufficient lighting may negatively impact the ability of staff to clean effectively and to deliver safe and effective care to residents, including to conduct assessments and to provide treatments. Low levels of illumination and shadows may negatively impact residents' perception of the surrounding environment affecting mobility, nutritional intake, and overall quality of life. [s. 18.]

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**This order must be complied with by /  
Vous devez vous conformer à cet ordre d'ici le :**

Aug 12, 2016



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des Soins de longue durée**

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**REVIEW/APPEAL INFORMATION**

**TAKE NOTICE:**

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this (these) Order(s) in accordance with section 163 of the Long-Term Care Homes Act, 2007.

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 was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for services for the Licensee.

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

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
Fax: 416-327-7603





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When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the Long-Term Care Homes Act, 2007. The 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 a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the Director

Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON M5S 2T5

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance  
Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
Fax: 416-327-7603

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



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## **RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL**

### **PRENDRE AVIS**

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au:

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11<sup>e</sup> étage  
Ontario, ON  
M5S-2B1  
Fax: 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.



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En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire  
Commission d'appel et de révision  
des services de santé  
151, rue Bloor Ouest, 9e étage  
Toronto (Ontario) M5S 2T5

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la  
conformité  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11e étage  
Ontario, ON  
M5S-2B1  
Fax: 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Issued on this 22nd day of January, 2016**

**Signature of Inspector /**

**Signature de l'inspecteur :**

**Name of Inspector /**

**Nom de l'inspecteur :** JESSICA LAPENSEE

**Service Area Office /**

**Bureau régional de services :** Ottawa Service Area Office