



**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  
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**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité**

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

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 14, 2014	2014_317703_0001	L-000051-14	Other

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

REGIONAL MUNICIPALITY OF WATERLOO  
150 Frederick Street, KITCHENER, ON, N2A-4J3

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

SUNNYSIDE HOME  
247 FRANKLIN STREET NORTH, KITCHENER, ON, N2A-1Y5

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

ANDREW RENNER (703)

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

**The purpose of this inspection was to conduct an Other inspection.**

**This inspection was conducted on the following date(s): February 6, 2014**

**During the course of the inspection, the inspector(s) spoke with the Manager of Administrative Services, residents and substitute decision makers for residents.**

**During the course of the inspection, the inspector(s) examined trust account and resident charges policy and procedures, trust account ledgers, trust account reconciliation, records for trust deposits and withdrawals, copy of trust account audit, legal certification for regulated documents and conducted interviews with residents and substitute decision makers for residents.**

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



Resident Charges Trust Accounts

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 241. Trust accounts



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

**s. 241. (4) No licensee shall,**

**(a) hold more than \$5,000 in a trust account for any resident at any time; O. Reg. 79/10, s. 241 (4).**

**(b) commingle resident funds held in trust with any other funds held by the licensee; or O. Reg. 79/10, s. 241 (4).**

**(c) charge a resident, or a person acting on behalf of a resident, a transaction fee for withdrawals, deposits, or anything else related to money held in trust. O. Reg. 79/10, s. 241 (4).**

**s. 241. (7) The licensee shall,**

**(a) provide a resident, or a person acting on behalf of a resident, with a written receipt for all money received by the licensee from the resident, or any other person, for deposit in a trust account on behalf of the resident; O. Reg. 79/10, s. 241 (7).**

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**Findings/Faits saillants :**

1. A record review indicated that resident trust account funds that are deposited via pre-authorized payment plan are deposited into licensee's general bank account and then transferred to the trust bank account via cheque on the same day the pre-authorized payments are processed.

During the interview with staff it was confirmed that residents, or a person acting on behalf of the resident, can set up a pre-authorized payment plan to make deposits into the resident trust account. The pre-authorized payment plan is processed through the licensee's general bank account and then transferred to the resident trust account. [s. 241. (4) (b)]

2. During the interview with staff it was noted that it is the licensee's practice not to provide a written receipt for money received via pre-authorized payment plan for deposit into a resident trust account.

A record review indicated that the pre-authorized payment plans have been agreed to in writing by the residents, or the person acting on the residents' behalf, and were included in the monthly trust account statement provided to the residents or person acting on behalf of the residents, but no receipt was provided. [s. 241. (7) (a)]



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***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 not to commingle resident funds held in trust with any other funds held by the licensee and to provide a resident, or a person acting on behalf of a resident, with a written receipt for all money received by the licensee from the resident or any other person, for deposit in a trust account on behalf of the resident, to be implemented voluntarily.***

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Issued on this 17th day of March, 2014

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