



**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**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jun 21, 2016	2016_189120_0040	018239-16	Complaint

Licensee/Titulaire de permis

Vigour Limited Partnership on behalf of Vigour General Partner Inc.
302 Town Centre Blvd Suite #200 MARKHAM ON L3R 0E8

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

Tullamore Care Community
133 KENNEDY ROAD SOUTH BRAMPTON ON L6W 3G3

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

BERNADETTE SUSNIK (120)

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): June 16, 2016

The complaint was related to a lack of hot water, odours and a malfunctioning electrical outlet.

During the course of the inspection, the inspector(s) spoke with the acting Administrator, Environmental Services Supervisor and registered staff.

During the course of the inspection, the inspector toured the home, reviewed soiled brief and dirty linen storage practices, checked the electrical outlets in a specified resident room, took water temperature measurements in random resident rooms and in tub/shower rooms, verified the accuracy of the licensee's thermometer, reviewed maintenance records, hot water temperature logs and a water temperature policy.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Maintenance**

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

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



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. 90. Maintenance services



Specifically failed to comply with the following:

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(h) immediate action is taken to reduce the water temperature in the event that it exceeds 49 degrees Celsius; O. Reg. 79/10, s. 90 (2).**

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(i) the temperature of the hot water serving all bathtubs and showers used by residents is maintained at a temperature of at least 40 degrees Celsius; O. Reg. 79/10, s. 90 (2).**

**s. 90. (2) The licensee shall ensure that procedures are developed and implemented to ensure that,
(k) if the home is not using a computerized system to monitor the water temperature, the water temperature is monitored once per shift in random locations where residents have access to hot water. O. Reg. 79/10, s. 90 (2).**

Findings/Faits saillants :

1. The licensee did not ensure that procedures were developed to direct staff to take appropriate and immediate action to reduce the water temperature in the event that it exceeded 49 degrees Celsius.

According to water temperature records recorded by registered staff on March 6, 19, 20 and 27, 2016 for water temperatures taken at the hand basins in resident rooms, the hot water exceeded 49 degrees Celsius. The temperatures ranged from 58-51C. No follow-up action was documented to determine what actions were taken and what the water temperatures were after interventions were implemented.

The licensee's policy titled "Systems Temperature Control" (V-C-10.40) did not provide staff with any specific written procedures to follow to monitor the hot water, where, how often, by whom and what specific actions to take when hot water exceeded 49C. The policy included a copy of the exact legislative wording found under section 90(2) in Ontario Regulation 79/10 without any additional guidance. [s. 90. (2) (h)]

2. The licensee did not ensure that procedures were developed to ensure that the hot



water temperature serving all bathtubs and showers used by residents was maintained at a temperature of a least 40 degrees Celsius.

The licensee's "Systems Temperature Control" policy (V-C-10.40) did not include written procedures or direction for maintenance staff to ensure that the hot water temperature would be maintained a minimum of 40C.

Water temperature logs were reviewed for the months of March, April, May and June 2016. The temperature logs did not include any water temperatures taken at bathtubs or showers, however it was determined at the time of inspection that the showers and tubs were the same temperature as the rest of the water supply servicing resident hand basins in bedrooms. The temperatures were taken by registered staff using a digital probe thermometer which was tested for accuracy at the time of inspection. According to records, hot water temperatures fluctuated in every month between March and June 15, 2016. As an example, during the month of April 2016, water temperatures were below 40C on 6 different days. The following was recorded;

March - 27C to 46.5C on the 3-11 p.m. shift
April - 30C to 47C on the 11 p.m. to 7 a.m. shift
April - 33.5C to 42C on the the 3-11 p.m. shift
May - 32.5C to 46C on the 11 p.m. to 7 a.m. shift
May - 35C to 49C on the 3-11 p.m. shift
June - 37.5C to 46.5C on the 3-11 p.m. shift

Hot water temperature logs for the hot water boiler servicing resident areas were also reviewed for the same time period. The boiler temperature was not maintained over 40C in order to service the rest of the building at that temperature or higher to a maximum of 49C. The temperatures were low, with ranges from 28-49C, with fewer than 5 days where the temperature was at or above 49C. The licensee replaced several hot water storage tanks on March 30, 2016 and repairs were made to the domestic supply boiler on May 3, 2016, without any significant improvements to the water temperatures. At the time of inspection each tub was tested after the lunch hour. The temperatures were 40-41C. According to temperature logs for the months of March to June 2016, for the 7 a.m. to 3 p.m. shift, the temperature remained satisfactory, unlike the temperatures on the other two shifts. The morning and late afternoon shifts were reported to be very busy time periods, with heavy use of hot water for laundry processing and the giving of showers and baths.



The Environmental Services Supervisor was not able to provide any explanations for the trend in fluctuating hot water temperatures and the maintenance person was not available at the time of inspection for input. No additional actions apart from those listed above were taken to ensure that the hot water temperatures remained at a minimum of 40C at all tubs and showers. [s. 90. (2) (i)]

3. The licensee did not ensure that procedures were developed and implemented to ensure that the water temperature was monitored once per shift in random locations where residents have access to hot water.

The licensee's policy titled "Systems Temperature Control" (V-C-10.40) did not include written procedures as to who would take water temperatures, how, where and how often. According to the Environmental Services Supervisor, a form was provided to registered staff to document the water temperatures in resident bedrooms, at the hand basins. However, no bathtub or shower locations were listed on the form. The expectation was that staff take temperatures once per shift, or three times per day. However, temperatures were not recorded on each shift in March with 15 entries missing or April and May with 14 entries missing for each month. The forms were not reviewed by any person in particular to determine accuracy, trends and missing entries. [s. 90. (2) (k)]

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 to ensure that procedures are developed and implemented to ensure that immediate action to reduce the water temperature that exceeds 49C is taken, that hot water temperatures at tubs and showers are at a minimum of 40C and that water temperatures are monitored once per shift in random locations where residents have access to hot water, to be implemented voluntarily.



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Issued on this 21st day of June, 2016

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

Original report signed by the inspector.