



**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**

**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 # / No de registre	Type of Inspection / Genre d'inspection
Jul 9, 2018	2018_633577_0009	015891-18, 016157-18, 016342-18	Complaint

Licensee/Titulaire de permis

Jarlette Ltd.

c/o Jarlette Health Services 5 Beck Boulevard PENETANGUISHENE ON L9M 1C1

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

The Villa Care Centre

689 Yonge Street MIDLAND ON L4R 2E1

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

DEBBIE WARPULA (577)

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): This Inspection was conducted offsite, on July 5 and 6, 2018.

The following intakes were inspected during this inspection:

Three intakes related to hot air temperatures in the home.

During the course of this inspection, the Inspector reviewed policies and procedures, reviewed work orders and air temperature recordings, and conducted phone interviews.

During the course of the inspection, the inspector(s) spoke with the Administrator, Assistant Director of Care (ADOC), and two external service providers.

**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)

1 VPC(s)

0 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>

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 20. Cooling requirements
Specifically failed to comply with the following:

s. 20. (1) Every licensee of a long-term care home shall ensure that a written hot weather related illness prevention and management plan for the home that meets the needs of the residents is developed in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices and is implemented when required to address the adverse effects on residents related to heat. O. Reg. 79/10, s. 20 (1).

Findings/Faits saillants :

1. The licensee has failed to ensure that a written hot weather related illness prevention and management plan for the home that meets the needs of the residents was developed in accordance with evidence-based practices and, if there were none, in accordance with prevailing practices and was implemented when required to address the adverse effects on residents related to heat.

Three complaints were received by the Director, which alleged that the home did not have a working air conditioner; the residents were not able to have baths because of the heat, some had suffered adverse health affects, and some residents had their sleeping preferences impacted.

During an interview with the Assistant Director of Care (ADOC) #100, they reported that the maintenance staff had been called to the home on two specific dates when there were complaints which alleged that the air conditioning had not been working effectively.

During an interview with the Administrator and the ADOC, they reported that no residents experienced adverse health affects; there were no missed baths and identified that one resident had a change related to their sleeping preferences, which was accommodated.

During interviews with the External service providers #101 and #102, they reported that preventative and maintenance work had been conducted on the home's air conditioner to address issues caused by low voltage.

The Inspector requested the hot weather related illness prevention and management plan to meet the needs of the residents to address adverse effects on residents related to heat. The Inspector received and reviewed the home's policy titled "Heat Risk" revised November 4, 2014, which indicated that the dietary department would meet their responsibilities towards residents identified as at risk from heat and would ensure the residents were adequately hydrated.

The Inspector also reviewed the home's policy titled "Emergency Care - Hot Weather Illness" revised September 16, 2013, which indicated that the document was to provide guidance and direction in the event of a resident emergency related to hot weather illness. The policy listed assessment and treatment management of hot weather related illness; heat stroke, heat exhaustion, heat syncope, heat rash and heat cramps.



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During an interview with the Administrator, they reported to Inspector #577 that their current policies related to heat risk and hot weather illness did not include a prevention plan for the home to meet the needs of the residents, in accordance with evidence-based practices, to address the adverse effects on residents related to heat. [s. 20. (1)]

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 a written hot weather related illness prevention plan for the home that meets the needs of the residents is developed in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices and is implemented when required to address the adverse effects on residents related to heat, to be implemented voluntarily.

Issued on this 18th day of July, 2018

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

Original report signed by the inspector.