

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

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

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

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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**Public Copy/Copie du rapport public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Feb 18, 2021	2021_615759_0005	001471-21	Complaint

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**Licensee/Titulaire de permis**

Jarlette Ltd.  
c/o Jarlette Health Services 711 Yonge Street Midland ON L4R 2E1

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

The Villa Care Centre  
689 Yonge Street Midland ON L4R 2E1

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

KEARA CRONIN (759)

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**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): on February 8-10, 2021, as an off-site inspection.**

**The following intake was inspected during this Complaint Inspection:**

**- One intake, which was related to a complaint regarding essential caregiver restrictions.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care (DOC), Co-DOC, Life Enrichment Coordinator, and Resident and Family Services Coordinator.**

**The Inspector also conducted a review of relevant records and policies.**

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

**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>Légende</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 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:**

**14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference. 2007, c. 8, s. 3 (1).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that residents had the right to receive essential caregivers of his or her choice as per Directive #3.

As per COVID-19 Directive #3 that was issued by the Chief Medical Officer of Health, long-term care homes were responsible for supporting, implementing and facilitating residents in receiving essential caregivers while mitigating the risk of exposure to COVID-19. The long term care home was to allow each resident to designate up to two essential caregivers to provide direct care support to the resident, as defined in the directive.

Furthermore, as per the Ministry of Long Term Care "COVID-19 visiting policy", it indicated that if the local public health unit was in the Orange, Red or Grey zone, or if the home was in an outbreak, only essential visitors were permitted in the home and a maximum of one caregiver per resident may visit at a time.

On January 14, 2021, a provincial emergency was declared and a stay-at-home order was issued. The Assistant Deputy Minister addressed a memo to Long-Term Care Home Stakeholders that indicated that these enhanced measures did not impact the current requirements for essential visits to long-term care homes and that during the declared provincial emergency, all homes were required to follow the applicable requirements and restrictions based on the Grey zone.

The homes COVID-19 visiting policy reiterated that homes were responsible for establishing and implementing visiting practices that were compliant with Directive #3.

During separate interviews with Inspector #759, the Administrator and DOC indicated that all essential caregiver visits were suspended and this was a corporate decision.

Sources: COVID-19 Directive #3 for Long-Term Care Homes, dated December 26, 2020; Ministry of Long-Term Care "COVID-19 Visiting Policy" dated December 26, 2020; the home's policy titled "Resident Rights, Care and Services - Safe and Secure Home - Visiting Policy (COVID)" last revised October 10, 2020; and interviews with the Administrator, DOC, and other staff members. [s. 3. (1) 14.]

***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 every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference, to be implemented voluntarily.***

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Issued on this 19th day of February, 2021

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

**Original report signed by the inspector.**