



**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**

**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**

Toronto Service Area Office
5700 Yonge Street, 5th Floor
TORONTO, ON, M2M-4K5
Telephone: (416) 325-9660
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Bureau régional de services de
Toronto
5700, rue Yonge, 5e étage
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Téléphone: (416) 325-9660
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Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 11, 2013	2013_219211_0005	T-1331-12, T -2119-12	Complaint

Licensee/Titulaire de permis

JARLETTE LTD.
689 YONGE STREET, MIDLAND, ON, L4R-2E1

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

JOELLE TAILLEFER (211)

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): March 26, 27, 28, 2013
and April 03, 04, 2013**

**During the course of the inspection, the inspector(s) spoke with Administrator,
Director of Care, Co-Director of Care, Dietitian, Registered Nursing staff,
Personal Support Workers, Environmental Services Supervisor, Residents**

**During the course of the inspection, the inspector(s) observed provision of care
for residents, observed meals services, reviewed clinical records, reviewed the
home policy on Fall Prevention and Responsive Behaviour, reviewed staff
educational records**

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

Nutrition and Hydration

Personal Support Services

Responsive Behaviours

Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend

**WN – Written Notification
VPC – Voluntary Plan of Correction
DR – Director Referral
CO – Compliance Order
WAO – Work and Activity Order**

Legendé

**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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

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. 305. Construction, renovation, etc., of homes
Specifically failed to comply with the following:

s. 305. (3) A licensee may not commence any of the following work without first receiving the approval of the Director:

- 1. Alterations, additions or renovations to the home. O. Reg. 79/10, s. 305 (3).**
- 2. Other work on the home or work on its equipment, if doing the work may significantly disturb or significantly inconvenience residents. O. Reg. 79/10, s. 305 (3).**

s. 305. (4) A licensee who is applying for the Director's approval under subsection (3) shall provide the Director with,
(a) plans or specifications relating to the work to be done; and O. Reg. 79/10, s. 305 (4).

(b) a work plan describing how the work will be carried out, including how residents will be affected and what steps will be taken to address any adverse effects on residents. O. Reg. 79/10, s. 305 (4).

Findings/Faits saillants :



1. An interview with the Administrator revealed that the home began major renovations in January 2013, which include;

A) Floor replacement in all resident home areas including bedrooms, halls, and lounge areas

B) The replacement of all resident bedroom/bathroom toilets

C) Painting along hallways and corridors throughout the home

Staff interviews revealed that all construction materials and supplies including pallets of flooring, pails, paint, boxes of toilets were delivered to the home at the end of January 2013 and stored on the second floor resident home area lounge.

Staff interviews and clinical record review revealed that resident #001's plan of care identifies this resident as a wanderer and a high risk for falls. Resident #001 would often enter the resident area lounge where the construction materials were being stored. Staff observed that resident #001 moved furniture, climbed over the couch and enter the construction area. On February 21, 2013, the resident #001 was observed by staff to climb in between floor tiles that were approximately 3 feet high and on another occasion was found sitting on the skid. On February 27, 2013, resident # 001 was found on the floor in the area where the construction materials were kept. Resident #001's right leg got caught between two skids causing her/him to lose balance and fall. Resident # 001 was sent to hospital with a serious injury.

An interview with the Administrator on April 4, 2013, revealed that all renovations are not completed and she is expecting more construction materials. The Administrator confirmed that renovation plans had not been submitted to the Director for approval.

[s. 305. (4)]

Additional Required Actions:

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



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Loi de 2007 sur les foyers de
soins de longue durée**

Issued on this 12th day of April, 2013

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

Maureen R.W. B. S. O. N



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**

Public Copy/Copie du public

Name of Inspector (ID #) /

Nom de l'inspecteur (No) : JOELLE TAILLEFER (211)

Inspection No. /

No de l'inspection : 2013_219211_0005

Log No. /

Registre no: T-1331-12, T-2119-12

Type of Inspection /

Genre d'inspection: Complaint

Report Date(s) /

Date(s) du Rapport : Apr 11, 2013

Licensee /

Titulaire de permis : JARLETTE LTD.
689 YONGE STREET, MIDLAND, ON, L4R-2E1

LTC Home /

Foyer de SLD : THE VILLA CARE CENTRE
689 YONGE STREET, MIDLAND, ON, L4R-2E1

Name of Administrator /

Nom de l'administratrice

ou de l'administrateur : EDITH ROBITAILLE *Stephanie Walpole* JPR

To JARLETTE LTD., you are hereby required to comply with the following order(s) by the date(s) set out below:



**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
Homes Act, 2007*, S.O. 2007, c.8

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

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)

Pursuant to / Aux termes de :

O.Reg 79/10, s. 305. (3) A licensee may not commence any of the following work without first receiving the approval of the Director:

1. Alterations, additions or renovations to the home.
2. Other work on the home or work on its equipment, if doing the work may significantly disturb or significantly inconvenience residents. O. Reg. 79/10, s. 305 (3).

Order / Ordre :

The Licensee shall:

1. Immediately, April 11, 2013, stops all renovations and construction specifically floor and toilet replacements until approval is received by the Director.
2. Immediately, April 11, 2013, remove all existing supplies and construction materials from all resident home areas.
3. For the purposes of approval under this section, the Director is Peter Kaftarian, Director of Health Capital Investment Branch at Peter.Kaftarian@ontario.ca

Grounds / Motifs :

1. An interview with the Administrator revealed that the home began major renovations in January 2013, which include;

A) Floor replacement in all resident home areas including bedrooms, halls, and lounge areas

B) The replacement of all resident bedroom/bathroom toilets

C) Painting along hallways and corridors throughout the home

Staff interviews revealed that all construction materials and supplies including pallets of flooring, pails, paint, boxes of toilets were delivered to the home at the end of January 2013 and stored on the second floor resident home area lounge. Staff interviews and clinical record review revealed that resident #001's plan of care identifies this resident as a wanderer and a high risk for falls. Resident #001 would often enter the resident area lounge where the construction materials were being stored. Staff observed that resident #001 moved furniture, climbed over the couch and enter the construction area. On February 21, 2013, the resident #001 was observed by staff to climb in between floor tiles that were approximately 3 feet high and on another occasion was found sitting on the skid. On February 27, 2013, resident # 001 was found on the floor in the area where the construction materials were kept. Resident #001's right leg got caught between two skids causing her/him to lose balance and fall. Resident # 001 was sent to hospital with a serious injury.

An interview with the Administrator on April 4, 2013, revealed that all renovations are not completed and she is expecting more construction materials. The Administrator confirmed that renovation plans had not been submitted to the Director for approval. (211)

This order must be complied with by /

Vous devez vous conformer à cet ordre d'ici le : Apr 11, 2013



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section 154 of the *Long-Term Care
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de l'article 154 de la *Loi de 2007 sur les foyers
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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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section 154 of the *Long-Term Care
Homes Act, 2007*, S.O. 2007, c.8

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Ordre(s) de l'inspecteur

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de soins de longue durée*, L.O. 2007, chap. 8

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.



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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^e 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.

Issued on this 11th day of April, 2013

Signature of Inspector /
Signature de l'inspecteur : 

Name of Inspector /
Nom de l'inspecteur : Joelle Taillefer

Service Area Office /
Bureau régional de services : Toronto Service Area Office