



**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**

Toronto Service Area Office  
5700 Yonge Street 5th Floor  
TORONTO ON M2M 4K5  
Telephone: (416) 325-9660  
Facsimile: (416) 327-4486

Bureau régional de services de  
Toronto  
5700 rue Yonge 5e étage  
TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
Télécopieur: (416) 327-4486

**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>
Jun 27, 2017	2017_642606_0007	019369-16	Follow up

---

**Licensee/Titulaire de permis**

VILLA COLOMBO HOMES FOR THE AGED, INC.  
40 PLAYFAIR AVENUE TORONTO ON M6B 2P9

---

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

VILLA COLOMBO HOMES FOR THE AGED INC.  
40 PLAYFAIR AVENUE TORONTO ON M6B 2P9

---

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

JANET GROUX (606)

---

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

---



**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): March 30, 31, April 3, 4, 5, 6, 7, 10, 11, 12, 13, 18, 19, 20, 21, 24, 25, 26, 27, 28, May 1, 2, 4, 5, 8, 9, 10, 2017.**

**The following Follow up intake #019369-16 CO #001 and CO #002.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Assistant Executive Director (A)ED, Director of Resident Services (DRS), Director of Nursing of Units First and Second Floor, Director of Nursing of Units Third Floor, Director of Nursing of Units Fourth Floor, Director of Nursing of Units Fifth Floor, Social Workers (SW), Doctors, Housekeeping and Laundry Manager, Physiotherapists (PT), Maintenance Worker (MW), Housekeeping, Dietary Aides (DA), Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Substitute Decision Makers (SDMs), and Residents. During the course of the inspection, the inspectors conducted observations of residents and home areas, reviewed clinical health records, staffing schedules/assignments, minutes of relevant committee meetings, and relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Maintenance  
Prevention of Abuse, Neglect and Retaliation**

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

**1 WN(s)**

**0 VPC(s)**

**1 CO(s)**

**0 DR(s)**

**0 WAO(s)**

**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**



REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2016_398605_0014		606

### 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 LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services



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

- s. 15. (2) Every licensee of a long-term care home shall ensure that,**
- (a) the home, furnishings and equipment are kept clean and sanitary; 2007, c. 8, s. 15 (2).**
  - (b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and 2007, c. 8, s. 15 (2).**
  - (c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the home, furnishings and equipment were maintained in a safe condition and in a good state of repair.

The licensee was issued an order under LTCHA, 2007, c.8. s. 15 (2) c, on August 15, 2016, within report #2016\_398605\_0014 (A1) of a Resident Quality Inspection (RQI). The home was ordered to prepare, submit and implement a plan to ensure that resident rooms are maintained in a good state of repair.

Further review of the home's Compliance Plan submitted to the MOHLTC confirmed the identified areas of disrepair in the home that had been identified by the MOH as a risk to resident safety. The home's compliance plan indicated that all rooms have been repaired and removed of risk including identified rooms.

The inspector and Maintenance Staff #161 observed on an identified date rooms in disrepair in identified areas of the home including disrepair to identified room from the above mentioned inspection order.

Review of an identified home document indicated the above mentioned rooms repaired.

Interview with the Maintenance Staff #161 confirmed the above mentioned areas were identified during the RQI inspection of April 14 to May 20, 2016, were in disrepair and remained in disrepair. Further interview with Maintenance Staff #161 indicated it was up to the nursing staff to inform the maintenance department of any maintenance issues. He/she stated the maintenance department would not know of maintenance issues or areas that require repair in a room if they were not notified.



Interview with the Assistant ED indicated according to their records the issues in the above rooms were repaired and was unaware that they were not completed. He/she stated he/she had not observed the disrepair. The Assistant ED further stated that at the time of the issued compliance order, the previous ESM was responsible for the repairs and was to have ensured the repairs had been completed.

Interviews with the Assistant ED, the DRS, Director, Nursing Unit #143, and SW #168 revealed that the home continues to rely on the nursing department to inform the maintenance department of disrepair in residents room and are working on an audit/assessment tool for all resident home areas to ensure all deficiencies and needed repairs are identified, prioritized for repairs and scheduled accordingly. They indicated this audit is still in draft and has not been implemented yet.

The licensee has failed to ensure that the home, furnishings and equipment were maintained in a safe condition and in a good state of repair.

The severity of harm is minimal harm or potential for actual harm/risk.

The scope is widespread.

The home does have a history of ongoing noncompliance with a VPC or an order. [s. 15. (2) (c)]

***Additional Required Actions:***

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

---

Issued on this 7th day of July, 2017

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

**Original report signed by the inspector.**



**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*

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

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

**Public Copy/Copie du public**

**Name of Inspector (ID #) /**

**Nom de l'inspecteur (No) :** JANET GROUX (606)

**Inspection No. /**

**No de l'inspection :** 2017\_642606\_0007

**Log No. /**

**Registre no:** 019369-16

**Type of Inspection /**

**Genre**

Follow up

**d'inspection:**

**Report Date(s) /**

**Date(s) du Rapport :** Jun 27, 2017

**Licensee /**

**Titulaire de permis :** VILLA COLOMBO HOMES FOR THE AGED, INC.  
40 PLAYFAIR AVENUE, TORONTO, ON, M6B-2P9

**LTC Home /**

**Foyer de SLD :** VILLA COLOMBO HOMES FOR THE AGED INC.  
40 PLAYFAIR AVENUE, TORONTO, ON, M6B-2P9

**Name of Administrator /**

**Nom de l'administratrice**

**ou de l'administrateur :** Tracey Comeau

To VILLA COLOMBO HOMES FOR THE AGED, INC., you are hereby required to  
comply with the following order(s) by the date(s) set out below:

**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*

**Order # /**

Ordre no : 001

**Order Type /**

Genre d'ordre : Compliance Orders, s. 153. (1) (a)

**Linked to Existing Order /**

Lien vers ordre existant: 2016\_398605\_0014, CO #002;

**Pursuant to / Aux termes de :**

LTCHA, 2007 S.O. 2007, c.8, s. 15. (2) Every licensee of a long-term care home shall ensure that,  
(a) the home, furnishings and equipment are kept clean and sanitary;  
(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and  
(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).

**Order / Ordre :**

The licensee shall prepare, submit, and implement a plan to ensure that all resident rooms are maintained and in a good state of repair. The plan must include, the following requirements and the person (s) responsible for completing the tasks.

- Develop and implement a system to ensure that maintenance staff are immediately notified of any repair areas identified in resident rooms.
- The system must also include criteria on how repairs are prioritized and the scheduling of repairs.
- A system to audit all resident rooms on a regular basis and to ensure that all identified areas of repair are repaired and in a good state of condition must be developed and implemented.

The plan shall be submitted via email to [janet.groux@ontario.ca](mailto:janet.groux@ontario.ca) on July 17, 2017.

**Grounds / Motifs :**

1. 1. The licensee has failed to ensure that the home, furnishings and equipment were maintained in a safe condition and in a good state of repair.

**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*

The licensee was issued an order under LTCHA, 2007, c.8. s. 15 (2) c, on August 15, 2016, within report #2016\_398605\_0014 (A1) of a Resident Quality Inspection (RQI). The home was ordered to prepare, submit and implement a plan to ensure that resident rooms are maintained in a good state of repair.

Further review of the home's Compliance Plan submitted to the MOHLTC confirmed the identified areas of disrepair in the home that had been identified by the MOH as a risk to resident safety. The home's compliance plan indicated that all rooms have been repaired and removed of risk including identified rooms.

The inspector and Maintenance Staff #161 observed on an identified date rooms in disrepair in identified areas of the home including disrepair to identified room from the above mentioned inspection order.

Review of an identified home document indicated the above mentioned rooms were repaired.

Interview with the Maintenance Staff #161 confirmed the above mentioned areas were identified during the RQI inspection of April 14 to May 20, 2016, were in disrepair and remained in disrepair. Further interview with Maintenance Staff #161 indicated it was up to the nursing staff to inform the maintenance department of any maintenance issues. He/she stated the maintenance department would not know of maintenance issues or areas that require repair in a room if they were not notified.

Interview with the Assistant ED indicated according to their records the issues in the above rooms were repaired and was unaware that they were not completed. He/she stated he/she had not observed the disrepair. The Assistant ED further stated that at the time of the issued compliance order, the previous ESM was responsible for the repairs and was to have ensured the repairs had been completed.

Interviews with the Assistant ED, the DRS, Director of Nursing Unit #143, and SW #168 revealed that the home continues to rely on the nursing department to inform the maintenance department of disrepair in residents room and are working on an audit/assessment tool for all resident home areas to ensure all deficiencies and needed repairs are identified, prioritized for repairs and scheduled accordingly. They indicated the audit is still in draft and has not been





**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

implemented yet.

The licensee has failed to ensure that the home, furnishings and equipment were maintained in a safe condition and in a good state of repair.

The severity of harm is minimal harm or potential for actual harm/risk.

The scope is widespread.

The home does have a history of ongoing noncompliance with a VPC or an order. [s. 15. (2) (c)] (606)

**This order must be complied with by /**

**Vous devez vous conformer à cet ordre d'ici le : Sep 25, 2017**



**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

**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  
Long-Term Care Inspections Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11th Floor  
TORONTO, ON  
M5S-2B1  
Fax: 416-327-7603



**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*

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  
Long-Term Care Inspections 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](http://www.hsarb.on.ca).



**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*

## **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  
Inspection de soins de longue durée  
Ministère de la Santé et des Soins de longue durée  
1075, rue Bay, 11<sup>e</sup> 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.



**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*

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  
Inspection de soins de longue durée  
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](http://www.hsarb.on.ca).

**Issued on this 27th day of June, 2017**

**Signature of Inspector /**

**Signature de l'inspecteur :**

**Name of Inspector /**

**Nom de l'inspecteur :** Janet Groux

**Service Area Office /**

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