

**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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Mar 8, 2021	2021_595110_0002	000040-21	Critical Incident System

Licensee/Titulaire de permis

The Regional Municipality of York
17250 Yonge Street Newmarket ON L3Y 6Z1

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

York Region Maple Health Centre
10424 Keele Street Maple ON L6A 2L1

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

DIANE BROWN (110), SUSAN SEMEREDY (501)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): March 3, 2021.

Intake Log#000040-21 a critical incident related to COVID-19 outbreak was Inspected.

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, the home's Lead of Infection Prevention and Control (IPAC), Dietary Aide, Personal Support Worker, Screener, housekeeper.

During the course of the inspection the Inspectors toured resident home areas for adherence to IPAC measures, reviewed relevant IPAC policies and the homes surveillance testing protocols .

**The following Inspection Protocols were used during this inspection:
Infection Prevention and Control
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>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. 5. Every licensee of a long-term care home shall ensure that the home is a safe and secure environment for its residents. 2007, c. 8, s. 5.

Findings/Faits saillants :

1. The licensee has failed to ensure that the home was a safe environment related to the failure to ask Inspector #501 to attest to having had a negative COVID-19 test and failure of Housekeeper #104 to don a gown and gloves when in a resident room.

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When Inspector #501 entered the home on March 3, 2021, Screener #103 failed to ask the Inspector to confirm that they had received a COVID-19 test within the past week and to verbally attest to not subsequently having tested positive. An interview with the Administrator indicated that MLTC Inspectors were screened using a program on a tablet that identified Inspectors under a staff listing titled 'Facilities/Property/Contractor' which did not prompt the screener to ask for a negative test.

As per Directive #3, in effect on December 7, 2020, as issued by the Chief Medical Officer of Health, long-term care homes must actively screen essential visitors entering the home for COVID-19.

The lack of confirming Inspectors having a negative COVID-19 test and not testing positive, as well as other visitors as listed above, presented a risk of exposing the residents to COVID-19.

Inspectors #501 and #110 observed housekeeper #104 mopping in a resident's room without wearing a gown or gloves on March 3, 2021 at approximately 1130 hours. The home was still in COVID-19 outbreak at the time and all resident rooms were under droplet and contact precautions. According to the housekeeper, they had just doffed the gown and gloves they had been wearing when they noticed the floor had too much water. The housekeeper admitted they should have applied a fresh gown and gloves when re-entering the room. An interview with the Administrator indicated the housekeeper should have been wearing a gown and gloves.

The lack of wearing personal protective equipment presents a risk of exposing the residents to COVID-19.

Sources:**Records:**

- Directive #3 (version effective as of December 7, 2020),
- Minister's Directive: COVID-19: Long-Term Care Home Surveillance Testing and Access to Homes (effective February 16, 2021)
- Frequently Asked Questions – Enhancing Protection for LTC Homes – Rapid Antigen Testing updated February 18, 2021
- Home's policy #COV 03 titled Screening & Testing for COVID-19 Policy and Procedure for March 2021
- Home's policy IPAC #3 Routine Practices Appendix A: Point of Care Risk Assessment during the COVID-19 Pandemic November 2020

Observations and interviews with the Administrator, DOC, ADOC (lead for the Infection Prevention and Control Program) and other staff. [s. 5.]

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 the home was a safe environment, to be implemented voluntarily.

Issued on this 9th day of March, 2021

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

Original report signed by the inspector.