



**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  
prévus le Loi de 2007 les  
foyers de soins de longue**

**Health System Accountability and Performance  
Division  
Performance Improvement and Compliance Branch**  
**Division de la responsabilisation et de la  
performance du système de santé  
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<b>Date(s) of inspection/Date(s) de l'inspection</b>	<b>Inspection No/ No de l'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
Dec 21, 22, 23, 2011; Jan 3, 4, 2012	2011_07649_0007	Complaint

**Licensee/Titulaire de permis**

2063414 ONTARIO LIMITED AS GENERAL PARTNER OF 2063414 INVESTMENT LP  
302 Town Centre Blvd., Suite #200, TORONTO, ON, L3R-0E8

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

LEISUREWORLD CAREGIVING CENTRE - VAUGHAN  
5400 Steeles Avenue West, Woodbridge, ON, L4L-9S1

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

BAMBO OLUWADIMU (149)

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

The purpose of this inspection was to conduct a Complaint inspection.

During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Care, Assistant Director of Care, Program Manager, Registered Practical Nurses and Personal Support Workers.

During the course of the inspection, the inspector(s) toured the resident home area, reviewed resident's record, administrative records, policies and training materials.

The following Inspection Protocols were used during this inspection:

Dignity, Choice and Privacy

Prevention of Abuse, Neglect and Retaliation

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

<b>Legend</b>  WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	<b>Legendé</b>  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 LTCHA, 2007 S.O. 2007, c.8, s. 20. Policy to promote zero tolerance**

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

- s. 20. (2) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents,**
- (a) shall provide that abuse and neglect are not to be tolerated;**
  - (b) shall clearly set out what constitutes abuse and neglect;**
  - (c) shall provide for a program, that complies with the regulations, for preventing abuse and neglect;**
  - (d) shall contain an explanation of the duty under section 24 to make mandatory reports;**
  - (e) shall contain procedures for investigating and responding to alleged, suspected or witnessed abuse and neglect of residents;**
  - (f) shall set out the consequences for those who abuse or neglect residents;**
  - (g) shall comply with any requirements respecting the matters provided for in clauses (a) through (f) that are provided for in the regulations; and**
  - (h) shall deal with any additional matters as may be provided for in the regulations. 2007, c. 8, s. 20 (2).**

**Findings/Faits saillants :**

1. The licensee's policy to promote zero tolerance of abuse and neglect of residents (Abuse and Neglect Resident (V3-010) revised July 2011) does not contain an explanation of the duty under section 24 of the Act to make mandatory reports.

Section 24 under the Long Term Care Homes Act states "A person who has reasonable ground to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director" and failure by staff to report is an offence under the law [s. 20 (2)].

**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 licensee's policy to promote zero tolerance of abuse and neglect of residents contains an explanation of the duty under section 24 of the Act to make mandatory reports, to be implemented voluntarily.**

**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 76. Training**

Specifically failed to comply with the following subsections:

s. 76. (2) Every licensee shall ensure that no person mentioned in subsection (1) performs their responsibilities before receiving training in the areas mentioned below:

1. The Residents' Bill of Rights.
2. The long-term care home's mission statement.
3. The long-term care home's policy to promote zero tolerance of abuse and neglect of residents.
4. The duty under section 24 to make mandatory reports.
5. The protections afforded by section 26.
6. The long-term care home's policy to minimize the restraining of residents.
7. Fire prevention and safety.
8. Emergency and evacuation procedures.
9. Infection prevention and control.
10. All Acts, regulations, policies of the Ministry and similar documents, including policies of the licensee, that are relevant to the person's responsibilities.
11. Any other areas provided for in the regulations. 2007, c. 8, s. 76. (2).

s. 76. (4) Every licensee shall ensure that the persons who have received training under subsection (2) receive retraining in the areas mentioned in that subsection at times or at intervals provided for in the regulations. 2007, c. 8, s. 76. (4).

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**Findings/Faits saillants :**

1. Licensee did not ensure that staff receive retraining on the policy to promote zero tolerance of abuse and neglect of residents annually [s. 76 (4)]:

a. Two staff stated they did not receive retraining on the licensee's policy to promote zero tolerance of abuse and neglect of residents.

b. Licensee has 219 staff in the home. Training records showed 79 staff had received annual retraining on the home's policy to promote zero tolerance of abuse and neglect of residents as of Dec 23, 2011.

2. Licensee did not ensure that staff receive training on the duty under section 24 to make mandatory reports and the protection afforded by section 26 [s.76 (2) 4, 5]:

a. Staff stated they did not receive training and were not aware of the duty under section 24 to make mandatory reports and the protection afforded by section 26 of the Act.

b. Licensee's training presentation to promote zero tolerance of abuse and neglect of resident did not include information on the duty under section 24 to make mandatory reports and the protection afforded by section 26 of the Act.

c. During interview with the Training Coordinator on December 22, 2011 at 1105h, the Training Coordinator stated that the abuse training includes reviewing the abuse "policy and signing the" pledge to abuse and neglect free environment. The licensee's policy to promote zero tolerance of abuse and neglect of residents (Abuse and Neglect Resident (V3-010) revised July 2011) does not contain an explanation of the duty under section 24 of the Act to make mandatory reports and the protection afforded by section 26 of the Act.



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***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 ensure that***

***1. Staff who have received training on the policy to promote zero tolerance of abuse and neglect of residents receive retraining annually***

***2. Staff receive training on the protection afforded by section 26 and the duty under section 24 to make mandatory reports, to be implemented voluntarily.***

Issued on this 13th day of January, 2012

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

*Bandra Denny (149)*