



**Ministry of Health and  
Long-Term Care**

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

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

**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**

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## Public Copy/Copie du public

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| <b>Report Date(s) /<br/>Date(s) du rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>Registre no</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|--------------------------------|--|
| Aug 31, 2015                                   | 2015_189120_0066                              | H-002663-15                    | Other  |

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### **Licensee/Titulaire de permis**

955464 ONTARIO LIMITED  
3700 BILLINGS COURT BURLINGTON ON L7N 3N6

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

MILLENNIUM TRAIL MANOR  
6861 OAKWOOD DRIVE NIAGARA FALLS ON L2E 6S5

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

BERNADETTE SUSNIK (120)

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

**The purpose of this inspection was to conduct an Other inspection.**

**This inspection was conducted on the following date(s): July 31, 2015**

**During the course of the inspection, the inspector(s) spoke with maintenance personnel and the Director of Operations, toured three home areas and observed the condition of the flooring in the corridors.**

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



## Accommodation Services - Maintenance

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

1 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

### NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

| Legend  | Legendé  |
|---|--|
| WN – Written Notification<br>VPC – Voluntary Plan of Correction<br>DR – Director Referral<br>CO – Compliance Order<br>WAO – Work and Activity Order   | WN – Avis écrit<br>VPC – Plan de redressement volontaire<br>DR – Aiguillage au directeur<br>CO – Ordre de conformité<br>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.  |

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**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 did not ensure that the home, specifically the flooring was maintained in a good state of repair.

The flooring material in the corridors of 3 home areas was observed to be in poor condition, with confirmation from maintenance staff that all home areas were similarly affected. According to the Director of Operations, 1 year after the home was built, cracks started to appear along the coved portion, where the flooring material extends up the wall. The licensee pursued the flooring installer to honor the 2 year guarantee, but was not able to prove that the flooring was not installed properly. Instead, the licensee worked with a different flooring company for alternative solutions and a special tinted caulking was used to fill in the cracks. The caulking was mainly used to maintain a tight seal to prevent any water from seeping in and under the flooring. During a tour of several home areas, the cracks were for the most part, smoothed over with the caulking product and did not present any tripping hazards. However, over the last several years, the number and length of cracks has increased and the caulking product is no longer a sufficient solution, especially in certain areas of the home to keep the floors smooth and even (i.e Stanford home area). According to the Director of Operations, a section of flooring in one particular corridor with the worst condition will be repaired by September 5, 2015 and trialled for a period of time to determine sustainability. The licensee has a plan to repair the remaining areas depending on the results or a plan to trial another option. [s. 15(2)(c)]



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**Issued on this 31st day of August, 2015**

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

**Original report signed by the inspector.**