



**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
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

Report Date(s) / Date(s) du apport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 15, 2015	2014_321501_0028	T-1486-14	Complaint

Licensee/Titulaire de permis

TORONTO LONG-TERM CARE HOMES AND SERVICES
55 JOHN STREET METRO HALL, 11th FLOOR TORONTO ON M5V 3C6

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

CAREFREE LODGE
306 FINCH AVENUE EAST NORTH YORK ON M2N 4S5

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

SUSAN SEMEREDY (501)

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): December 16 and 23, 2014.

During the course of the inspection, the inspector(s) spoke with the acting administrator, manager of resident services, social worker, chaplain, registered dietitian (RD), nutrition manager, residents and substitute decision makers (SDM).

The inspector observed meal service and staff and resident interactions and performed a record review of clinical health records.

**The following Inspection Protocols were used during this inspection:
Nutrition and Hydration**

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

2 WN(s)

1 VPC(s)

1 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>Legendé</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. 3. Residents' Bill of Rights
Specifically failed to comply with the following:

s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs. 2007, c. 8, s. 3 (1).

Findings/Faits saillants :

The licensee has failed to ensure that every resident's right to be properly fed and cared



for in a manner consistent with his or her needs is fully respected and promoted. Residents #1, #2, #3 and #4's spiritual and religious need for foods specific to their religious observance was not fully respected and promoted.

Interview with the acting administrator revealed the home advises residents and families prior to admission that it is not a home that provides foods specific to religious observance via conversations and a letter. The letter states that the family could arrange for Meals on Wheels to deliver these specialized meals to the home. There is no mention of who would bear the cost and the acting administrator stated that one option is to receive payment from families that can afford to do so. The acting administrator confirmed the home has yet to develop a plan on how to accommodate those residents who require specialized foods due to their religious observance.

Resident #1 was admitted to Carefree Lodge on a specified date, and was identified as being of an identified faith. Record review and resident and staff interviews revealed that he/she is deeply religious and attends identified religious programs within the home. Resident interview revealed specialized food is part of resident #1's religious observance and he/she has eaten foods specific to religious observance most of his/her life. Resident stated he/she would like to continue to eat foods specific to religious observance, but no one has ever asked or given this option and was told that it is not possible in this home. Record review and interview with the chaplain confirmed that he/she is aware of resident #1's need for foods specific to religious observance but has not referred the resident to the registered dietitian because he/she is aware that this is not an option in this home.

Resident #2 was admitted to Carefree Lodge on a specified date, and was identified as being of an identified faith. Record review and substitute decision maker and staff interviews revealed that he/she is deeply religious and used to attend identified religious programs within the home before his/her disease progressed. Substitute decision maker interview revealed that resident #2 always ate foods specific to religious observance and received these type of foods through Meals on Wheels just prior to coming to the home.

Resident #3 was admitted to Carefree Lodge on a specified date, and was identified as being of an identified faith. Substitute decision maker interview revealed that resident #3 had eaten foods specific to religious observance prior to coming to the home and if he/she were still cognisant, would want to have these foods now as he/she would be able "to trust it".

Resident #4 was admitted to Carefree Lodge on a specified date, and was identified as



being of an identified faith. Record review and resident and staff interviews revealed that he/she is deeply religious and attends identified religious programs within the home. Resident interview revealed specialized food is part of resident #4's religious observance and he/she has eaten foods specific to religious observance most of his/her life. Resident stated he/she would like to continue to eat foods specific to religious observance but no one has ever asked or given this option and was told that it is not possible in this home. Record review and interview with the chaplain confirmed that he/she is aware of resident #4's need for foods specific to religious observance but has not referred the resident to the registered dietitian because he/she is aware that this is not an option in this home.

LTCA, 2007 s.3.(1)4. was issued as a voluntary plan of correction on December 6, 2013, during inspection 2013_162109_0032. [s. 3. (1) 4.]

Additional Required Actions:

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

**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6.
Plan of care**

Specifically failed to comply with the following:

s. 6. (2) The licensee shall ensure that the care set out in the plan of care is based on an assessment of the resident and the needs and preferences of that resident. 2007, c. 8, s. 6 (2).

Findings/Faits saillants :



1. The licensee has failed to ensure that the plan of care is based on an assessment of the resident and the resident's needs and preferences.

Resident #1 and #4 were identified as being of an identified faith, described as deeply religious and attending identified religious services within the home. Resident interviews revealed that both ate foods specific to their religious observance most of their life. Residents stated they would like to continue to eat foods specific to religious observance, but no one has ever asked them or given this option and were told that it is not possible in this home. Record review and resident interview confirmed that resident #1 and #4 receive a vegetarian diet with fish diet due to religious preferences. Resident interviews revealed that they are getting sick of having so much fish, would prefer to have different meats specific to their religious observance incorporated into their diet and simply "eat what they can here".

Interview with the chaplain confirmed he/she was aware of resident #1 and #4's preference for specialized food but had not made a referral to the RD as he/she knows the home does not provide specialized foods. Interview with the nutrition manager confirmed that the home can provide different vegetarian options and the preference for identified cultural food is not part of the nutritional assessment as identified cultural foods are too expensive to provide. [s. 6. (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 plan of care is based on an assessment of the resident and the resident's needs and preferences, to be implemented voluntarily.



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Issued on this 20th day of April, 2015

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

Original report signed by the inspector.



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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
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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) : SUSAN SEMEREDY (501)

Inspection No. /

No de l'inspection : 2014_321501_0028

Log No. /

Registre no: T-1486-14

Type of Inspection /

Genre

Complaint

d'inspection:

Report Date(s) /

Date(s) du Rapport : Apr 15, 2015

Licensee /

Titulaire de permis :

TORONTO LONG-TERM CARE HOMES AND
SERVICES
55 JOHN STREET, METRO HALL, 11th FLOOR,
TORONTO, ON, M5V-3C6

LTC Home /

Foyer de SLD :

CAREFREE LODGE
306 FINCH AVENUE EAST, NORTH YORK, ON,
M2N-4S5

Name of Administrator /

Nom de l'administratrice

ou de l'administrateur :

Alice Marak



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Pursuant to section 153 and/or
section 154 of the *Long-Term Care
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Aux termes de l'article 153 et/ou
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To TORONTO LONG-TERM CARE HOMES AND SERVICES, 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

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Order # /**Ordre no :** 001**Order Type /****Genre d'ordre :** Compliance Orders, s. 153. (1) (a)**Pursuant to / Aux termes de :**

LTCHA, 2007 S.O. 2007, c.8, s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
2. Every resident has the right to be protected from abuse.
3. Every resident has the right not to be neglected by the licensee or staff.
4. Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
5. Every resident has the right to live in a safe and clean environment.
6. Every resident has the right to exercise the rights of a citizen.
7. Every resident has the right to be told who is responsible for and who is providing the resident's direct care.
8. Every resident has the right to be afforded privacy in treatment and in caring for his or her personal needs.
9. Every resident has the right to have his or her participation in decision-making respected.
10. Every resident has the right to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.
11. Every resident has the right to,
 - i. participate fully in the development, implementation, review and revision of his or her plan of care,
 - ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
 - iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and
 - iv. have his or her personal health information within the meaning of the Personal

Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. Every resident has the right to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.

13. Every resident has the right not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.

14. Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.

15. Every resident who is dying or who is very ill has the right to have family and friends present 24 hours per day.

16. Every resident has the right to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.

17. Every resident has the right to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,

i. the Residents' Council,

ii. the Family Council,

iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committee of management for the home under section 132 or of the board of management for the home under section 125 or 129,

iv. staff members,

v. government officials,

vi. any other person inside or outside the long-term care home.

18. Every resident has the right to form friendships and relationships and to participate in the life of the long-term care home.

19. Every resident has the right to have his or her lifestyle and choices respected.

20. Every resident has the right to participate in the Residents' Council.

21. Every resident has the right to meet privately with his or her spouse or another person in a room that assures privacy.

22. Every resident has the right to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.

23. Every resident has the right to pursue social, cultural, religious, spiritual and

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other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.

24. Every resident has the right to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

25. Every resident has the right to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.

26. Every resident has the right to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

27. Every resident has the right to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007, c. 8, s. 3 (1).

Order / Ordre :

The licensee shall ensure that residents who have self-identified that they are of a particular faith, are afforded the opportunity to discuss their religious dietary needs during admission, care conferences and quarterly reviews and will be referred to and assessed by a registered dietitian when their needs cannot be met through the home's menu cycle.

The licensee shall then develop and implement identified acceptable religious dietary options and alternatives, including foods specific to religious observance, which is consistent with the residents' needs at no charge.

Grounds / Motifs :

1. LTCA, 2007 s.3.(1)4.was issued as a voluntary plan of correction on December 6, 2013, during inspection 2013_162109_0032.

Although the home was found to be in noncompliance previously regarding similar findings in December 2013, the administrator admits a plan of action has not been initiated. The administrator was not aware that there were any current particular faith residents in the home that have a need for foods specific to religious observance. The inspector found that four out of the four residents identified as being of an identified faith did have this need. Therefore, due to scope and previous history, a compliance order has been warranted.

The licensee has failed to ensure that every resident's right to be properly fed and cared for in a manner consistent with his or her needs is fully respected and

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promoted. Residents #1, #2, #3 and #4's spiritual and religious need for foods specific to their religious observance was not fully respected and promoted.

Interview with the acting administrator revealed the home advises residents and families prior to admission that it is not a home that provides foods specific to religious observance via conversations and a letter. The letter states that the family could arrange for Meals on Wheels to deliver these specialized meals to the home. There is no mention of who would bear the cost and the acting administrator stated that one option is to receive payment from families that can afford to do so. The acting administrator confirmed the home has yet to develop a plan on how to accommodate those residents who require specialized foods due to their religious observance.

Resident #1 was admitted to Carefree Lodge on a specified date, and was identified as being of an identified faith. Record review and resident and staff interviews revealed that he/she is deeply religious and attends identified religious programs within the home. Resident interview revealed specialized food is part of resident #1's religious observance and he/she has eaten foods specific to religious observance most of his/her life. Resident stated he/she would like to continue to eat foods specific to religious observance, but no one has ever asked or given this option and was told that it is not possible in this home. Record review and interview with the chaplain confirmed that he/she is aware of resident #1's need for foods specific to religious observance but has not referred the resident to the registered dietitian because he/she is aware that this is not an option in this home.

Resident #2 was admitted to Carefree Lodge on a specified date, and was identified as being of an identified faith. Record review and substitute decision maker and staff interviews revealed that he/she is deeply religious and used to attend identified religious programs within the home before his/her disease progressed. Substitute decision maker interview revealed that resident #2 always ate foods specific to religious observance and received these type of foods through Meals on Wheels just prior to coming to the home.

Resident #3 was admitted to Carefree Lodge on a specified date, and was identified as being of an identified faith. Substitute decision maker interview revealed that resident #3 had eaten foods specific to religious observance prior to coming to the home and if he/she were still cognisant, would want to have these foods now as he/she would be able "to trust it".



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Order(s) of the Inspector

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des Soins de longue durée**

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Resident #4 was admitted to Carefree Lodge on a specified date, and was identified as being of an identified faith. Record review and resident and staff interviews revealed that he/she is deeply religious and attends identified religious programs within the home. Resident interview revealed specialized food is part of resident #4's religious observance and he/she has eaten foods specific to religious observance most of his/her life. Resident stated he/she would like to continue to eat foods specific to religious observance but no one has ever asked or given this option and was told that it is not possible in this home. Record review and interview with the chaplain confirmed that he/she is aware of resident #4's need for foods specific to religious observance but has not referred the resident to the registered dietitian because he/she is aware that this is not an option in this home. (501)

This order must be complied with by /

Vous devez vous conformer à cet ordre d'ici le : Jun 05, 2015



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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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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
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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 15th day of April, 2015

**Signature of Inspector /
Signature de l'inspecteur :**

**Name of Inspector /
Nom de l'inspecteur :** Susan Semeredy

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