



**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**

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**Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité**

**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>
Sep 11, 2014	2014_357101_0035	T-806-13	Complaint

**Licensee/Titulaire de permis**

EXTENDICARE TORONTO INC  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

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

EXTENDICARE SCARBOROUGH  
3830 LAWRENCE AVENUE EAST, SCARBOROUGH, ON, M1G-1R6

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

AMANDA WILLIAMS (101)

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

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

**This inspection was conducted on the following date(s): August 27, 2014**

**During the course of the inspection, the inspector(s) spoke with the Director of Care, the Environmental Supervisor, the Long Term Care Consultant, housekeeping staff and personal support workers.**

**During the course of the inspection, the inspector(s) conducted a walk-through of resident home areas, reviewed Housekeeping and Laundry policies and procedures and cleaning schedules.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Housekeeping**



**Findings of Non-Compliance were found during this inspection.**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<b>Legend</b>	<b>Legendé</b>
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 O.Reg 79/10, s. 92. Designated lead — housekeeping, laundry, maintenance**

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

- s. 92. (2) The designated lead must have,**
- (a) a post-secondary degree or diploma; O. Reg. 79/10, s. 92 (2).**
  - (b) knowledge of evidence-based practices and, if there are none, prevailing practices relating to housekeeping, laundry and maintenance, as applicable; and O. Reg. 79/10, s. 92 (2).**
  - (c) a minimum of two years experience in a managerial or supervisory capacity. O. Reg. 79/10, s. 92 (2).**



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**Findings/Faits saillants :**

1. The licensee has failed to ensure that the designated lead for housekeeping, laundry, and maintenance has the required qualifications for the position. Interview with the Director of Care and the Environmental Supervisor revealed that the Environmental Supervisor does not have a minimum two years experience in a managerial or supervisory capacity. Additional information provided by the Director of Care stated that the Environmental Supervisor reports to the Administrator who is the designated lead for housekeeping, laundry and maintenance. It was further identified that both the Administrator and Environmental Supervisor do not have the knowledge of evidence-based practices and, if there are none, prevailing practices relating to housekeeping, laundry and maintenance, as applicable although it was noted that the Environmental Supervisor had intentions to attend an Environmental Manager course in January 2015. [s. 92. (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 designated lead in housekeeping, laundry and maintenance meets all the requirements as outlined in the legislation to ensure the home is maintained in good operating order, to be implemented voluntarily.***

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**WN #2: The Licensee has failed to comply with O.Reg 79/10, s. 87.  
Housekeeping**



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

**s. 87. (2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,**  
**(a) cleaning of the home, including,**  
**(i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and**  
**(ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces; O. Reg. 79/10, s. 87 (2).**

**s. 87. (2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,**  
**(d) addressing incidents of lingering offensive odours. O. Reg. 79/10, s. 87 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that the home's policies for cleaning of the home are implemented. Record review and interview with the Environmental Supervisor, Director of Care and Long Term Care Consultant confirmed that the home's schedule for cleaning and buffing of the home are not implemented. Review of the home's buffing schedule for the months of June and July 2014 revealed 48 rooms in the month of June and the 40 rooms in the month of July were not buffed as per the schedule. The Environmental Supervisor was unable to confirm if the rooms were in fact completed but not signed off on.

It was also noted that the home's resident room deep clean schedule and templates for routine cleaning were not implemented at the time of inspection. [s. 87. (2) (a)]

2. The licensee has failed to ensure that incidents of lingering offensive odours are addressed. This was evidenced by the presence of lingering offensive odours at the end of the corridor in 2 East and 2 West on August 27, 2014. The odour was noted to be present within the carpet in the above identified areas. It was noted that the home will be replacing the carpet in the home by early October 2014. [s. 87. (2) (d)]



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Loi de 2007 sur les foyers de  
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**Issued on this 11th day of September, 2014**

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

A handwritten signature in black ink, appearing to read "A. D. Williams", written in a cursive style within a rectangular box.