

**Original Public Report**

<b>Report Issue Date</b>	June 20, 2022		
<b>Inspection Number</b>	2022_1373_0001		
<b>Inspection Type</b>	<input checked="" type="checkbox"/> Critical Incident System <input checked="" type="checkbox"/> Complaint <input checked="" type="checkbox"/> Follow-Up <input type="checkbox"/> Director Order Follow-up <input type="checkbox"/> Proactive Inspection <input type="checkbox"/> SAO Initiated <input type="checkbox"/> Post-occupancy <input type="checkbox"/> Other _____		
<b>Licensee</b>	Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as General Partner <b>Long-Term Care Home and City</b> Chartwell Woodhaven Long Term Care Residence, Markham		
<b>Lead Inspector</b>	Moses Neelam (762)	<b>Inspector Digital Signature</b>	
<b>Additional Inspector(s)</b>	Lucia Kwok (752), Asal Fouladgar (751) Rexel Cacayurin (741749) and Najat Mahmoud (741773) were present during the inspection.		

**INSPECTION SUMMARY**

The inspection occurred on the following date(s): June 2-3 and 6-10, 2022

The following intake(s) were inspected:

- Log related to an incident that led to a significant change in resident condition
- Log related to abuse of a resident
- Log related to order #001 in inspection #2022\_947752\_0003 related Infection control and prevention
- Log related to order #001 in inspection #2022\_892762\_0004 related to Abuse

**Previously Issued Compliance Order(s)**

The following previously issued Compliance Order(s) were found to be in compliance.

Legislative Reference	Inspection #	Order #	Inspector (ID) who complied the order
LTCHA, 2007 s.19(1)	2022_947752_0004	001	762
O. Reg. 79/10 s.229 (4)	2022_947752_0003	001	762

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

- Food, Nutrition and Hydration
- Infection Prevention and Control (IPAC)
- Prevention of Abuse and Neglect

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: INFECTION PREVENTION AND CONTROL PROGRAM

#### NC#01 Written Notification pursuant to FLTCA, 2021, s. 154(1)1

Non-compliance with: O. Reg. 246/22 s.102 (2) (b)

The licensee has failed to implement the Infection Prevention and Control standard issued by the Director.

#### Rationale and Summary

In accordance with O. Reg. 246/22, s. 102 (2) (b), the licensee was required to implement any standard or protocol issued by the Director with respect to infection prevention and control. The Infection Prevention and Control (IPAC) Standard for Long-Term Care Homes as of April, 2022, provided additional requirements for IPAC programs in long-term care homes.

During the initial observations, Inspectors #762, #751, #741773, and #741749 noted multiple bottles of Alcohol-based hand rub (ABHR) were noted to be expired on different units. Additionally, Inspector #752, noted an expired ABHR being provided to residents on a certain date prior to meals. Furthermore, observations by both Inspectors #752 and #762, noted that a staff of the home, multiple times during the day was wearing their mask under their chin, with other staff present in the vicinity, with their masks on. In an interview, the Director of Care (DOC) and the IPAC lead indicated that it was unsafe to use ABHR that were expired as it would be difficult to determine their alcohol content. The IPAC lead indicated that masks were to be worn appropriately in the home.

As a result of this, there was risk of spreading infection

**Sources:** Observations; Interviews with DOC and IPAC lead. [762]

## REVIEW/APPEAL INFORMATION

### TAKE NOTICE

The Licensee has the right to request a review by the Director of this (these) Order(s) and/or this Notice of Administrative Penalty (AMP) in accordance with section 169 of the *Fixing Long-Term Care Act, 2021* (Act). The licensee can request that the Director stay this (these) Order(s) pending the review. If a licensee requests a review of an AMP, the requirement to pay is stayed until the disposition of the review.

Note: Under the Act, a re-inspection fee is not subject to a review by the Director or an appeal to the Health Services Appeal and Review Board (HSARB).

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 or AMP was served on the licensee.

The written request for review must include,

- (a) the portions of the order or AMP in respect of which the review is requested. Please include the inspection report # and the order or AMP #;
- (b) any submissions that the licensee wishes the Director to consider; and
- (c) an address for service for the licensee.

The written request for review must be served personally, by registered mail, email or commercial courier upon:

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> floor  
Toronto, ON M7A 1N3  
email: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

If service is made by:

- registered mail, is deemed to be made on the fifth day after the day of mailing
- email, is deemed to be made on the following day, if the document was served after 4 p.m.
- commercial courier, is deemed to be made on the second business day after the commercial courier received the document

If the licensee is not served with a copy of the Director's decision within 28 days of receipt of the licensee's request for review, this(these) Order(s) is(are) and/or this AMP is deemed to be confirmed by the Director and, for the purposes of an appeal to HSARB, the Director is deemed to have served the licensee with a copy of that decision on the expiry of the 28-day period.

Pursuant to s. 170 of the Act, the licensee has the right to appeal any of the following to HSARB:

- An order made by the Director under sections 155 to 159 of the Act.
- An AMP issued by the Director under section 158 of the Act.
- The Director's review decision, issued under section 169 of the Act, with respect to an inspector's compliance order (s. 155) or AMP (s. 158).

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 an appeal, the licensee must give a written notice of appeal within 28 days from the day the licensee was served with a copy of the order, AMP or Director's decision that is being appealed from. The appeal notice must be given to both HSARB and the Director:

**Health Services Appeal and Review Board**

Attention Registrar  
151 Bloor Street West, 9<sup>th</sup> Floor  
Toronto, ON M5S 1S4

**Director**

c/o Appeals Coordinator  
Long-Term Care Inspections Branch  
Ministry of Long-Term Care  
438 University Avenue, 8<sup>th</sup> Floor  
Toronto, ON M7A 1N3  
email: [MLTC.AppealsCoordinator@ontario.ca](mailto:MLTC.AppealsCoordinator@ontario.ca)

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal and hearing process. A licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).



**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

Inspection Report under the  
***Fixing Long-Term Care Act, 2021***

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