



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

**Rapport d'inspection  
prévue le *Loi de 2007  
les foyers de soins de  
longue durée***

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

Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

Ottawa Service Area Office  
347 Preston St., 4<sup>th</sup> Floor  
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa  
347, rue Preston, 4<sup>ième</sup> étage  
Ottawa ON K1S 3J4

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

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

Telephone: 613-569-5602  
Facsimile: 613-569-9670

Téléphone: 613-569-5602  
Télécopieur: 613-569-9670

Licensee Copy/Copie du Titulaire

Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> January 24 2011	<b>Inspection No/ d'inspection</b> 2011_166_8609_04Mar110712	<b>Type of Inspection/Genre d'inspection</b> Follow-up Inspection LogO-000137
<b>Licensee/Titulaire</b> Ina Grafton Gage Home of Toronto		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Ina Grafton Gage Home of Toronto		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Caroline Tompkins #166		
<b>Inspection Summary/Sommaire d'inspection</b>		
<p>The purpose of this inspection was to conduct a follow-up inspection.</p> <p>During the course of the inspection, the inspector spoke with: the Administrator. During the course of the inspection, the inspector: observed that the nurse call bell in resident washrooms were located behind the wall mounted paper dispenser, therefore inaccessible to residents in seven identified washrooms.</p> <p>The following Inspection Protocol , Safe and Secure was used in during this inspection:</p> <p>Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p>1 WN 1 CO # 001</p>		

**NON- COMPLIANCE / (Non-respectés)**



**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régisseur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with O.Reg.79/10,s.17(1) Every Licensee of a long term care home shall ensure that the home is equipped with a resident – staff communication and response system that,  
(a) can be seen, accessed and used by residents, staff and visitors at all times;

**Findings:**

January 24 2011 the inspector: observed that the nurse call bell in resident washrooms were located behind the wall mounted paper dispenser, therefore inaccessible to residents in seven resident washrooms.

**Inspector ID #:** 166

**Additional Required Actions:**

**CO # 001** was served on the licensee. Refer to the "Order of the Inspector" form.

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division  
representative/Signature du (de la) représentant(e) de la Division de la  
responsabilisation et de la performance du système de santé.

**Title:** **Date:**

**Date of Report:** (if different from date(s) of inspection).



## 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*

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Name of Inspector:</b>	Caroline Tompkins	<b>Inspector ID #</b> 166
<b>Log #:</b>	LogO-000137	
<b>Inspection Report #:</b>	2011_166_8609_04Mar110712	
<b>Type of Inspection:</b>	Follow-up	
<b>Date of Inspection:</b>	January 24 2011	
<b>Licensee:</b>	Ina Grafton Gage Home of Toronto	
<b>LTC Home:</b>	Ina Grafton Gage Home	
<b>Name of Administrator:</b>	Sara Rooney	

To Ina Grafton Gage Home of Toronto, you are hereby required to comply with the following order by the date set out below:

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order, Section 153 (1)(a)
<b>Pursuant to:</b> O.Reg.79/10,s.17(1) Every Licensee of a long term care home shall ensure that the home is equipped with a resident –staff communication and response system that, (a) can be seen, accessed and used by residents, staff and visitors at all times;			
<b>Order:</b> The licensee shall ensure that every resident in the home has access to a resident-staff communication system at all times.			
<b>Grounds:</b> 1.Call bell cords in resident washrooms were located behind the wall mounted paper dispenser, therefore inaccessible to residents in several identified washrooms: 2.Previous compliance order #003 issued August 18/10 .Inspection #2010_101_8609_06Jul145348,Log#O-00137 which identified that call bell cords were inaccessible in identified resident washrooms was found to remain non compliant at the time of this follow-up inspection..			

<b>This order must be complied with by:</b>	Immediately
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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 service for the Licensee.

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

**Director**  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Ave. West  
Suite 800, 8<sup>th</sup> floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

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 group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

**Health Services Appeal and Review Board and the**  
Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON  
M5S 2T5

**Director**  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
55 St. Claire Avenue, West  
Suite 800, 8<sup>th</sup> Floor  
Toronto, ON M4V 2Y2  
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](http://www.hsarb.on.ca).

Issued on this 4 day of March 2011	
Signature of Inspector:	
Name of Inspector:	Caroline Tompkins
Service Area Office:	Ottawa