



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

**Rapport d'inspection  
prévus 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

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

Division de la responsabilisation et de la performance du  
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| <b>Date(s) of inspection/Date de l'inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Inspection No/ d'inspection</b> | <b>Type of Inspection/Genre d'inspection</b> |
| October 27, 2010                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | 2010-120-2953-27OCT094714          | H-02498<br>Follow-up to June 16, 2009        |
| <b>Licensee/Titulaire</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                    |                                              |
| 1245556 Ontario Inc., 200 Ronson Drive, Suite 305, Toronto, ON M9W 5Z9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                    |                                              |
| <b>Long-Term Care Home/Foyer de soins de longue durée</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                    |                                              |
| Burton Manor LTC, 5 Sterrit Drive, Brampton, ON L6Y 5P3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                    |                                              |
| <b>Name of Inspector(s)/Nom de l'inspecteur(s)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                    |                                              |
| Bernadette Susnik, LTC Homes Inspector – Environmental Health #120                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                    |                                              |
| <b>Inspection Summary/Sommaire d'inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                    |                                              |
| <p>The purpose of this visit was to conduct a follow-up inspection to previously issued non-compliance made under the Ministry of Health and Long-Term Care Homes Program Standards Manual with respect to the following unmet criteria;</p> <ul style="list-style-type: none"><li>• O2.09 (Condition of flooring)</li></ul> <p>During the course of the inspection, the inspector spoke with the administrator and the food services supervisor. During the course of the inspection, the inspector conducted a walk-through of the building and inspected many resident bedrooms, washrooms, serveries, dining areas, common bathing areas and lounges.</p> <p>The following Inspection Protocols were used:</p> <ul style="list-style-type: none"><li>• <i>Accommodation Services – Maintenance</i></li><li>• <i>Accommodation Services - Housekeeping</i></li></ul> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:</p> <p>2 WN<br/>2 VPC</p> <p>Corrected Non-Compliance is listed in the section titled "Corrected Non-Compliance" on page 3.</p> |                                    |                                              |

## NON- COMPLIANCE / (Non-respectés)

### Definitions/Définitions

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régleur envoyé  
**CO** – Compliance Order/Ordre de conformité  
**WAO** – Work and Activity Order/Ordre: 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 la Loi de 2007 des foyers de soins de longue durée.

Non-respect avec les exigences sur la *Loi de 2007 des foyers de soins de longue durée* à trouvé. (Une exigence dans la 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 the LTCHA, 2007, S.O. 2007, c.8, s.15(2)(a). Every licensee of a long-term care home shall ensure that,

(a) the home, furnishings and equipment are kept clean and sanitary.

### Findings:

1. Wall surfaces, door surfaces, table bases and chairs in all 4 dining rooms soiled with food and liquid residues. Wall surfaces in several serveries also soiled.
2. Floor surface contained food debris in the Gage Park dining room over the course of several meals. Rice noted on the floor from a dinner meal service through the breakfast and lunch meal service.

### Additional Required Action:

**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 with s.15(2)(a) in respect to ensuring that the home, furnishings and equipment are kept clean and sanitary, to be implemented voluntarily.

**WN #2:** The licensee has failed to comply with the LTCHA, 2007, S.O. 2007, c.8, s.15(2)(c). Every licensee of a long-term care home shall ensure that,

(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair.

### Findings:

1. Corner and wall damage noted in various resident rooms and utility rooms throughout the home.
2. The half walls located in the Butterfly, Professor's Lake and Gage shower areas are not in good condition. A small lower section on each of these walls is water damaged. The surface is no longer intact and easy to clean.
3. The base of the sink cabinets (which sits directly on the floor) located in the Gage, Professor's Lake and Butterfly shower rooms is not in good condition. The laminate is water damaged and the wood particle board is exposed and in some cases rotting.
4. Exhaust system not functioning for the housekeeping closets located in both the 1<sup>st</sup> and 2<sup>nd</sup> floor serveries.

### Additional Required Action:

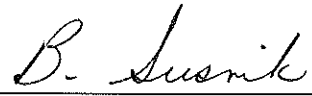
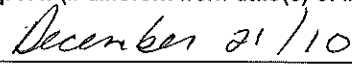
**VPC-** pursuant to the Long-Term Care Homes Act, 2007, S.O.2007, c.8, s.152(2) the licensee is hereby

requested to prepare a written plan of correction for achieving compliance with s.15(2)(c) in respect to ensuring that the home, furnishings and equipment are maintained in a safe condition and in a good state of repair, to be implemented voluntarily.

**CORRECTED NON-COMPLIANCE  
Non-respects à Corrigé**

| REQUIREMENT<br>EXIGENCE                                                                                   | TYPE OF<br>ACTION/ORDER | ACTION/<br>ORDER # | INSPECTION REPORT # | INSPECTOR ID # |
|-----------------------------------------------------------------------------------------------------------|-------------------------|--------------------|---------------------|----------------|
| Criterion O2.09 under the MOHLTC Homes Program Standards Manual now under Ontario Reg. 79/10, s. 15(2)(c) | N/A                     | N/A                | Log #483-2009       | 120            |

|                                                                                                                     |                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Signature of Licensee or Representative of Licensee</b><br><b>Signature du Titulaire du représentant désigné</b> | <b>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.</b><br><br> |
| <b>Title:</b> _____ <b>Date:</b> _____                                                                              | <b>Date of Report:</b> (if different from date(s) of inspection).<br>                                                                                                                                                   |