

**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., 4th Floor
Ottawa ON K1S 3J4
Telephone: 613-569-5602
Facsimile: 613-569-9670

**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
Bureau régional de services de Ottawa

347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
Télécopieur: 613-569-9670



December 14, 2010

Mr. Gerry Miller
Administrator
Caressant Care Bourget
2279 Laval Street
P.O. Box 99
Bourget ON K0A 1E0

Dear Mr. Miller:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on November 17 and 18, 2010 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the ***Inspection Report-Public Copy*** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A handwritten signature in cursive script that reads "K. Harkens for".

Kathleen Smid
LTC Home Inspector – Nurse

c President, Resident's Council
President, Family Council



**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
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Performance Improvement and Compliance Branch

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☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection November 17, 18, 2010	Inspection No/ d'inspection 2010_161_1160_19Nov105101	Type of Inspection/Genre d'inspection Other (Critical Incident Log # O-002432)
Licensee/Titulaire Caressant Care Nursing and Retirement Homes Limited 264 Norwich Avenue Woodstock, ON N4S 3V9 Fax: 519-539-9601		
Long-Term Care Home/Foyer de soins de longue durée Caressant Care Bourget 2279 Laval Street PO. Box 99 Bourget, ON K0J 1E0		
Name of Inspector(s)/Nom de l'inspecteur(s) Kathleen Smid (# 161)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a critical incident inspection (# 1160-000012-10) related to a lack of registered nurse coverage for 2 hours on October 29, 2010.		
During the course of the inspection, the inspector spoke with the home's Administrator and the Director of Care.		
The following Inspection Protocols were used in part or in whole during this inspection: Sufficient Staffing Inspection		
Findings of Non-Compliance were found during this inspection. The following action was taken: 1 WN 1 CO: CO # 001		

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.45(1) The following are the exceptions to the requirement that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, as required under subsection 8(3) of the Act:

1. For homes with a licensed bed capacity of 64 beds or fewer,
 - ii. in the case of an emergency where the back-up plan referred to in clause 31 (3) (d) of this regulation fails to ensure that the requirement under subsection 8(3) of the Act is met,
- B.** a registered practical nurse who is a member of the regular nursing staff may be used if the Director of Nursing and Personal Care or a registered nurse who is both an employee of the licensee and a member of the regular nursing staff is available by telephone

Findings:

1. The shift beginning at 23:00 on October 28, 2010 and ended at 05:00 on October 29, 2010 was staffed with a registered practical nurse from an employment agency. At 05:00 on October 29, 2010 the registered practical nurse from an employment agency suffered a personal health care crisis and was subsequently brought to the emergency department of a hospital. The home failed to ensure that the home's Director of Nursing and Personal Care or a registered nurse who is both an employee of the licensee and a member of the regular nursing staff were available by telephone.

2. From 05:00 – 07:00 on October 29, 2010, the home did not have a registered staff member in the home nor did the home ensure that the home's Director of Nursing and Personal Care or a registered nurse who is both an employee of the licensee and a member of the regular nursing staff were available by telephone.

Inspector ID #: 161

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



**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 prévue
le *Loi de 2007 les
foyers de soins de
longue durée***

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).

**Ministry of Health and Long-Term Care**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**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

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

	☐ Licensee Copy/Copie du Titulaire	☒ Public Copy/Copie Public
Name of Inspector:	Kathleen Smid	Inspector ID # 161
Log #:	O-002432	
Inspection Report #:	2010_161_1160_19Nov105101	
Type of Inspection:	Critical Incident Inspection	
Date of Inspection:	November 17, 18, 2010	
Licensee:	Caressant Care Nursing and Retirement Homes Limited 264 Norwich Avenue Woodstock, ON N4S 3V9 Fax: 519-539-9601	
LTC Home:	Caressant Care Bourget	
Name of Administrator:	Gerry Miller	

To Caressant Care Nursing and Retirement Homes Limited, you are hereby required to comply with the following order(s) by the date(s) set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(b)]
Pursuant to Ontario Regulation 79/10, s.45(1) The following are the exceptions to the requirement that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, as required under subsection 8(3) of the Act: 1. For homes with a licensed bed capacity of 64 beds or fewer, ii. in the case of an emergency where the back-up plan referred to in clause 31 (3) (d) of this regulation fails to ensure that the requirement under subsection 8(3) of the Act is met, B. a registered practical nurse who is a member of the regular nursing staff may be used if the Director of Nursing and Personal Care or a registered nurse who is both an employee of the licensee and a member of the regular nursing staff is available by telephone			

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

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

Order: The licensee shall prepare, submit and implement a plan for achieving compliance to meet the requirement that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times. The plan is to be submitted to Inspector: Kathleen Smid, 347 Preston Street, 4th Floor, Ottawa ON K1S 3J4, Fax 613-569-9670.

Grounds:

1. The shift beginning at 23:00 on October 28, 2010 and ended at 05:00 on October 29, 2010 was staffed with a registered practical nurse from an employment agency. At 05:00 on October 29, 2010 the registered practical nurse from an employment agency suffered a personal health care crisis and was subsequently brought to the emergency department of a hospital. The home failed to ensure that the home's Director of Nursing and Personal Care or a registered nurse who is both an employee of the licensee and a member of the regular nursing staff were available by telephone.

2. From 05:00 – 07:00 on October 29, 2010, the home did not have a registered staff member in the home nor did the home ensure that the home's Director of Nursing and Personal Care or a registered nurse who is both an employee of the licensee and a member of the regular nursing staff were available by telephone.

This order must be complied with by:	Immediately
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**Ministry of Health and Long-Term Care**

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

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, 8th 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, 8th 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.

Issued on this 23rd day of November, 2010.

Signature of Inspector:

Name of Inspector:

Kathleen Smid

Service Area Office:

Ottawa Service Area Office

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

Health System Accountability and
Performance Division
Performance Improvement and Compliance Branch
Ottawa Service Area Office

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December 14, 2010

Mr. Gerry Miller
Administrator
Caressant Care Bourget
2279 Laval Street
P.O. Box 99
Bourget ON K0A 1E0

Dear Mr. Miller:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on November 17 and 18, 2010 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the ***Inspection Report-Public Copy*** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A handwritten signature in cursive script that reads "K. Smid".

Kathleen Smid
LTC Home Inspector – Nurse

- c President, Resident's Council
- President, Family Council



**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

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

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Ottawa ON K1S 3J4

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

☐ Licensee Copy/Copie du Titulaire

☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection

November 17, 18, 2010

Inspection No/ d'inspection

2010_161_1160_17Nov113847

Type of Inspection/Genre d'inspection

Complaint (Log # O-002233)

Licensee/Titulaire

Caressant Care Nursing and Retirement Homes Limited
264 Norwich Avenue
Woodstock, ON N4S 3V9
Fax: 519-539-9601

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

Caressant Care Bourget
2279 Laval Street
PO. Box 99
Bourget, ON K0J 1E0

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

Kathleen Smid (# 161)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Complaint inspection regarding the care and services provided to residents.

During the course of the inspection, the inspector spoke with the home's Administrator, the Director of Care and three residents.

During the course of the inspection, the inspector reviewed the health care records of three residents.

The following Inspection Protocols were used in part or in whole during this inspection:

Sufficient Staffing Inspection

Findings of Non-Compliance were found during this inspection. The following action was taken:

1 WN

1 CO: CO # 001

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 LTCH, 2007 S.O. 2007 c.8, s.8(3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations.

Findings:

1. A review of the home's Nursing Staffing Schedule from November 1, 2010 – November 13, 2010 indicated that there was not a registered nurse on duty and present in the home for 25 shifts.
2. The home's back-up plan for nursing and personal care staffing failed to ensure compliance.

Inspector ID #: 161

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

Kathleen Inid

Title:

Date:

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

November 23, 2010

**Ministry of Health and Long-Term Care**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**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

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

	☐ Licensee Copy/Copie du Titulaire	☒ Public Copy/Copie Public
Name of Inspector:	Kathleen Smid	Inspector ID # 161
Log #:	O-002233	
Inspection Report #:	2010_161_1160_17Nov113847	
Type of Inspection:	Complaint Inspection	
Date of Inspection:	November 17, 18, 2010	
Licensee:	Caressant Care Nursing and Retirement Homes Limited 264 Norwich Avenue Woodstock, ON N4S 3V9 Fax: 519-539-9601	
LTC Home:	Caressant Care Bourget	
Name of Administrator:	Gerry Miller	

To Caressant Care Nursing and Retirement Homes Limited, you are hereby required to comply with the following order(s) by the date(s) set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
Pursuant to: LTCH, 2007 S.O. 2007 c.8, s.8(3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations.			
Order: The licensee shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations to achieve compliance. The plan is to be submitted to Inspector: Kathleen Smid, 347 Preston Street, 4 th Floor, Ottawa ON K1S 3J4, Fax 613-569-9670.			
Grounds: 1. A review of the home's Nursing Staffing Schedule from November 1, 2010 – November 13, 2010 indicated that there was not a registered nurse on duty and present in the home for 25 shifts.			
This order must be complied with by:		Immediately	

**Ministry of Health and Long-Term Care**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**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**REVIEW/APPEAL INFORMATION****TAKE NOTICE:**

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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,

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c/o Appeals Clerk
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Fax: 416-327-7603

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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:

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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, 8th 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.

Issued on this 23 day of November, 2010.

Signature of Inspector:

Name of Inspector:

Kathleen Smid

Service Area Office:

Ottawa Service Area Office