

Ministry of Health
and Long-Term Care

Ministère de la Santé
et des Soins de longue durée



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

55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

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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
Bureau régional de services de Toronto

55, avenue St. Clair Ouest, 8^{ième} étage
Toronto, ON M4V 2Y7

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DEC 06 2010

Ms. Cynthia Diotte
Administrator
Chester Village
3555 Danforth Avenue
Toronto, ON M1L 1E3

Dear Ms. Diotte:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted **October 19, 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 Toronto Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

A handwritten signature in cursive script, appearing to read "A. Harsillo".

for Jane Carruthers
LTC Homes Inspector

A handwritten signature in cursive script, appearing to read "A. Harsillo".

for Amanda Williams
LTC Homes Inspector



**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***

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	Licensee Copy/Copie du Titulaire	☒ Public Copy/Copie Public
Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
October 19, 2010	2010_113_2970_19Oct081958 2010_101_2970_19Oct095440	Complaint (T-2101)
Licensee/Titulaire Broadview Foundation, 3555 Danforth Avenue, Toronto, ON M1L 1E3		
Long-Term Care Home/Foyer de soins de longue durée Chester Village, 3555 Danforth Avenue, Toronto, ON M1L 1E3		
Name of Inspector(s)/Nom de l'inspecteur(s) Jane Carruthers #113 and Amanda Williams #101		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a complaint inspection regarding cleanliness of the home, bedbugs and lack of an Environmental Services Manager for several months. During the course of the inspection, the inspectors spoke with: Administrator, Director of Care, Environmental Services Manager, Registered Nursing Staff, and front line nursing staff. During the course of the inspection, the inspectors conducted a walk-through of the home; inspected resident beds for bed bugs; a resident file and documentation of Pest Control visits were reviewed. The following Inspection Protocols were used during this inspection: Accommodation Services - Housekeeping Inspection Protocol ☒ Finding of Non-Compliance was 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 LTCHA, 2007, S.O. 2007, c.8, s15(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. Furniture in the Home was soiled in the following areas:

- Lounge chairs located in House of Diamonds Resident Home Areas (RHA) were soiled with dried spills and food stains on the cushions and crumbs were under the cushions.
- Resident chairs were stained and had crumbs under the cushions.
- Bedrails in resident rooms were soiled with dust and/or dried spills.
- Bed frames in each RHA had an accumulation of dust.
- A residents' bedside table drawers were very soiled in an identified room in House of Diamonds RHA.
- Some dining room tables and chairs had dried spills on seat cushions and table legs in Emerald and House of Diamonds RHA.
- Floor drains in the tub/shower room in House of Diamonds RHA were clogged with debris.
- Hairdressing sinks in House of Diamonds and Emerald RHAs were soiled.
- A sit to stand lift was soiled in the tub room in the Emerald RHA.
- Tile on the walls and floor of the shower room in Ruby RHA were dirty.
- A soiled privacy curtain with feces was noted.
- A soiled urine hat was in a cupboard of a tub/shower room holding clean disposable razors.

Inspector ID #: 113 and 101

Additional Required Actions:

CO # - 001 will be 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).

November 23, 2010



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	X Public Copy/Copie Public
Name of Inspector:	Jane Carruthers Amanda Williams	Inspector ID # 113 101
Log #:	T-2101	
Inspection Report #:	2010_113_2970_19Oct081958 2010_101_2970_19Oct095440	
Type of Inspection:	Complaint	
Date of Inspection:	October 19, 2010	
Licensee:	Broadview Foundation, 3555 Danforth Avenue, Toronto, ON M1L 1E3	
LTC Home:	Chester Village, 3555 Danforth Avenue, Toronto, ON M1L 1E3	
Name of Administrator:	Cynthia Diotte	

To Broadview Foundation, you are hereby required to comply with the following order by the date set out below:

Order #:	001	Order Type:	Compliance Order, Section 153 (1)(a)
Pursuant to: LTCHA, 2007, S.O. 2007, c.8, s15(2)(a) Every licensee of a long-term care home shall ensure that, (a) the home, furnishings and equipment are kept clean and sanitary.			
Order: - The licensee shall review and revise, if necessary, cleaning routines to ensure the home, furnishings and equipment are kept clean and sanitary. - The licensee shall clean and sanitize all areas identified in the inspection report.			
Grounds: - Furniture and an identified privacy curtain in resident rooms and in common areas were soiled with dry spills and stains. - Identified tub/shower rooms equipment and surfaces soiled with accumulated dirt and debris. - Resident shared personal items were not stored in a sanitary manner (i.e. disposable razors).			
This order must be complied with by:		January 3, 2011	



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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

REVIEW/APEAL 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.

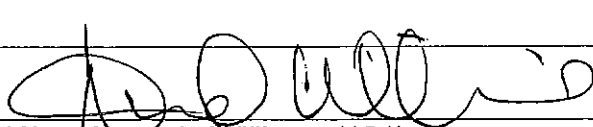
The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with 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 19 th day of November 2010.	
Signature of Inspector:	
Name of Inspector:	Jane Carruthers (113) Amanda Williams (101)
Service Area Office:	Toronto Service Area