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
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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, 4iém étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
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Ontario

February 24, 2011

Ms. Marzena Jankowski
Acting Administrator / DOC
Extendicare Laurier Manor
1715 Montreal road
Gloucester ON K1J 6N4

Dear Ms. Jankowski:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on February 17, 2011 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

Amanda Nixon
LTC Home Inspector – Dietary

c President, Resident's Council
President, Family Council

Ontario

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*

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

Date(s) of inspection/Date de l'inspection	**Inspection No/ d'inspection**	**Type of Inspection/Genre d'inspection**
February 17 2011	2011_148_2665_16Feb130806	Other Log O-000362

Licensee/Titulaire
New Orchard Lodge Limited [a subsidiary of Extendicare (Canada) Inc.], 3000 Steeles Avenue East Suite 700
Markham, Ontario L3R 9W2
Fax: 905-470-5588

Long-Term Care Home/Foyer de soins de longue durée
Extendicare Laurier Manor, 1715 Montreal Road Gloucester Ontario K1J 6N4
Fax: 613-741-8432

Name of Inspector(s)/Nom de l'inspecteur(s)
Amanda Nixon (ID#148)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an inspection associated to an incident reported by the home, related to the provision of food and fluid 24 hours a day.

During the course of the inspection, the inspector spoke with the Assistant Director of Care, Clinical Care Coordinator, Registered Nursing Staff and Personal Support Workers.

During the course of the inspection, the inspector observed the availability of food and fluids on the 2nd floor unit and reviewed the health care record of an identified resident.

The following Inspection Protocols were used during this inspection:
Dining Observation

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

1 WN

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.107

(1) Every licensee of a long-term care home shall ensure that the Director is immediately informed, in as much detail as is possible in the circumstances, of each of the following incidents in the home, followed by the report required under subsection (4):

5. An outbreak of a reportable disease or communicable disease as defined in the *Health Protection and Promotion Act*.

Findings:

1. Interview with the Assistant Director of Care, Dorota Radwanska, on February 17, 2011, stated that the home was in a respiratory outbreak on the 3rd and 4th floors, with one case of confirmed Infuenza A on the 3rd floor. Ms. Radwanska reported that the outbreak was declared on February 9, 2011.
2. A Respiratory Outbreak Investigation was conducted by the Ottawa Public Health Unit on February 9, 2011, the respiratory outbreak was declared.
3. The Ministry of Health and Long Term Care, Performance Improvement and Compliance Branch was not made aware of the respiratory outbreak, until February 17, 2011.
4. Ms. Radwanska could not provide documentation that the outbreak of disease had been reported to the Ministry of Health and Long Term Care, Performance Improvement and Compliance Branch as per the legislative requirement.

Inspector ID #:	148

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.** Amanda Nix LTCH Inspector
Title: **Date:**	**Date of Report:** (if different from date(s) of inspection). February 22, 2011