



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

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

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

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Health System Accountability and
Performance Division
Performance Improvement and
Compliance Branch**

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

**Ottawa Service Area Office
347 Preston St, 4th Floor
OTTAWA, ON, K1S-3J4
Telephone: (613) 569-5602
Facsimile: (613) 569-9670**

**Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
OTTAWA, ON, K1S-3J4
Téléphone: (613) 569-5602
Télécopieur: (613) 569-9670**

Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 14, 2013	2013_304133_0030	O-002036- 12	Follow up

Licensee/Titulaire de permis

**EXTENDICARE NORTHEASTERN ONTARIO INC
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2**

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

**EXTENDICARE MEDEX
1865 BASELINE ROAD, OTTAWA, ON, K2C-3K6**

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

JESSICA LAPENSEE (133)

Inspection Summary/Résumé de l'inspection



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 sous la
Loi de 2007 sur les foyers de
soins de longue durée

The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): October 18th 2013

During the course of the inspection, the inspector(s) spoke with the
Administrator and the Support Services Manager

During the course of the inspection, the inspector(s) reviewed the contents of
the home's Emergency Management Systems binder, as provided by the
Director of Support Services, and reviewed the Extendicare Canada Inc policy
#EMER-13-01-04 "Utilities Disruption - Loss of Essential Services". The
inspector reviewed information provided via email communication from the
Extendicare (Canada) Director of Engineering, related to generator access for
Extendicare Medex.

The following Inspection Protocols were used during this inspection:
Safe and Secure Home

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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

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

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

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

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.)

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

Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 8. Policies, etc., to be followed, and records

Specifically failed to comply with the following:

s. 8. (1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

(a) is in compliance with and is implemented in accordance with applicable requirements under the Act; and O. Reg. 79/10, s. 8 (1).

(b) is complied with. O. Reg. 79/10, s. 8 (1).

Findings/Faits saillants :



1. The licensee has failed to comply with O. Reg. 79/10, s. 8. (1)(b) in that the licensee has failed to ensure that their emergency plan that provides for dealing with loss of essential services has been complied with.

As per O. Reg. 79/10, s. 230 (4), the licensee shall ensure that the emergency plans provide for dealing with the loss of one or more essential services.

As a result of Critical Incident inspection #2012_054133_0036, which was conducted August 29th – 30th 2012, in follow up to a power outage at Extendicare Medex, in June 2012, the licensee was served Compliance Order(CO) #001, pursuant to O. Reg. 79/10, s.19(4). The Compliance Order was issued because the inspector was informed that the home did not have guaranteed access to a generator, that will be operational within three hours of a power outage, and that can maintain everything required under O. Reg. 79/10. (1)(a),(b) and (c).

On October 18th, 2013, during the Follow up inspection for the Compliance Order (CO #001) referenced above, neither the Administrator, nor the Support Services Manager (SSM), were able to inform the inspector if the home had secured access to a generator, as required by CO #001, stating that this was a corporate issue. The SSM explained that the home's internal contingency plans, related to emergency management, which he developed following the August 2012 inspection referenced above, are not based on the possibility of accessing a generator in the event of a loss of power. Rather, the focus is on evacuation, with extensive planning and current arrangements in place. The inspector reviewed the contents of the home's emergency management system binder, and did not find reference to generator access within.

On October 18th, 2013, during the Follow up inspection, the inspector reviewed the Extendicare Canada Inc. policy # EMER-13-01-04, version # March 2013, titled "Utilities Disruption – Loss of Essential Services". Within the Policy Statement section, on page 1 of 4, it is written "In the event the home does not have a generator on site, the home must reflect the contingency plan for a generator inside the Emergency Response Plan with access to a generator that will be operational within three hours of a power outage and can maintain, at a minimum, the following:..."

Apart from a small 5500 watt unit, Extendicare Medex does not have a generator on site. Follow up email correspondence between the inspector and Extendicare Canada



Ministry of Health and
Long-Term Care

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

Ministère de la Santé et des
Soins de longue durée

Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée

Inc. representatives, after the onsite inspection of October 18th, 2013, revealed that the company has an acceptable agreement in place, related to generator access, for Extendicare Medex. This was not reflected within the Medex internal contingency plan related to loss of power, nor was it known to the home's Administrator or Support Services Manager. The Extendicare Inc. policy # EMER-13-01-04, version # March 2013, titled "Utilities Disruption – Loss of Essential Services, has not been complied with. The home, Extendicare Medex, has not reflected "the contingency plan for a generator inside the Emergency Response Plan with access to a generator that will be operational within three hours of a power outage..." as directed by policy # EMER-13-01-04 [s. 8. (1) (b)]

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE
BEEN COMPLIED WITH/
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES
SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**

COMPLIED NON-COMPLIANCE/ORDER(S) REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:			
REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 s. 19. (4)	CO #001	2012_054133_0036	133

Issued on this 14th day of November, 2013

Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

Jessica Lapensee