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, 4iém étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
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December 22, 2010

Mr. Paul Rosebush
Administrator
Hyland Crest Senior Citizen's Home
6 McPherson Street
P.O. Box 30
Minden ON K0M 2K0

Dear Mr. Rosebush:

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

Sincerely,

Wendy Berry
LTC Home Inspector – Environmental Health

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	X Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
October 19, 2010	2010_102_9542_19Oct130956	Critical Incident- Log numbers: O-000559; O-000979;O-001095

Licensee/Titulaire
Haliburton Highlands Health Services Corporation
7199 Gelert Road, Box 115,
Haliburton, Ontario K0M 1S0 Fax # 705 457 2398

Long-Term Care Home/Foyer de soins de longue durée
Hyland Crest Senior Citizen's Home
6 McPherson Street, P.O. 30
Minden, Ontario K0M 2K0 Fax # 705 286 6384

Name of Inspector(s)/Nom de l'inspecteur(s)
Wendy Berry (102)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection related to resident elopements.

During the course of the inspection, the inspector spoke with the Administrator, the Director of Care, the Resident Services Coordinator, a charge nurse and a few Personal Support Workers (PSWs).

During the course of the inspection, the inspector reviewed the chart of one resident; toured both floors of the Long Term Care Home; reviewed the door security system on doors leading to the outside of the home and staircases; observed the lower level outdoor resident fenced areas.

The following Inspection Protocol was used during this inspection: Safe and Secure Home.

1Finding 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 O. Reg. 79/10, s. 9. Every licensee of a long-term care home shall ensure that the following rules are complied with:

1. All doors leading to stairways and the outside of the home must be,
   iii. Equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and,
      A. is connected to the resident staff communication and response system, or
      B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.

Findings:

1. All of the 1st and 2nd floor doors within the Long term Care Home that lead to stairways are not equipped with or connected to an audible door alarm system.
2. All of the doors that lead to the outside of the Long Term Care Home are not equipped with or connected to an audible door alarm system.

Inspector ID #:	102

Additional Required Actions:
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.
Title: Date:	Date of Report: (if different from date(s) of inspection). Dec 6/10

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	X Public Copy/Copie Public	
Name of Inspector:	Wendy Berry	**Inspector ID #**	102
Log #:	O-000559; O-000979;O-001095		
Inspection Report #:	2010_102_9542_19Oct130956		
Type of Inspection:	Critical Incident		
Date of Inspection:	October 19, 2010		
Licensee:	Haliburton Highlands Health Services Corporation 7199 Gelert Road, Box 115, Haliburton, Ontario K0M 1S0 Fax # 705 457 2398		
LTC Home:	Hyland Crest Senior Citizen's Home 6 McPherson Street, P.O. 30 Minden, Ontario K0M 2K0 Fax # 705 286 6384		
Name of Administrator:	Paul Rosebush		

To Haliburton Highlands Health Services Corporation, 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: O. Reg. 79/10, s. 9.Every licensee of a long-term care home shall ensure that the following rules are complied with:

1. All doors leading to stairways and the outside of the home must be,
   iii. Equipped with an audible door alarm that allows calls to be cancelled only at the point of activation, and
   A. is connected to the resident staff communication and response system, or
   B. is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door.

Order: The licensee will comply with all rules for doors in the Long Term Care home. All doors leading to stairways and the outside of the home are to be equipped with an audible door alarm that allows calls to be cancelled only at the point of activation and is connected to the resident staff communication and response system, or is connected to an audio visual enunciator that is connected to the nurses' station nearest to the door and has a manual reset switch at each door. All alarms for doors leading to the outside must be connected to a back up power supply.
Grounds: 1. All of the 1st and 2nd floor doors within the Long term Care Home that lead to stairways are not equipped with or connected to an audible door alarm system. 2. All of the doors that lead to the outside of the Long Term Care Home are not equipped with or connected to an audible door alarm system.

This order must be complied with by:	March 31, 2011

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:

Ontario

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

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 7th day of December, 2010.	
Signature of Inspector:	
Name of Inspector:	Wendy Berry
Service Area Office:	Ottawa