



**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  
prévus le Loi de 2007 les  
foyers de soins de longue**

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<sup>ième</sup> étage  
OTTAWA, ON, K1S-3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

Public Copy/Copie du public

| Date(s) of inspection/Date(s) de l'inspection | Inspection No/ No de l'inspection | Type of Inspection/Genre d'inspection |
|-----------------------------------------------|-----------------------------------|---------------------------------------|
| Mar 13, 14, 15, 16, 18, 19, 20, 21, 22, 2012  | 2012_031194_0014                  | Critical Incident                     |

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

THORNTONVIEW  
186 THORNTON ROAD SOUTH, OSHAWA, ON, L1J-5Y2

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

CHANTAL LAFRENIERE (194)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector(s) spoke with Executive Director, Director of Care, Resident Service Coordinator, Power of Attorney of a resident, Two Registered Nurses, Registered Practical Nurse, Personal Support Workers

During the course of the inspection, the inspector(s) Reviewed the Clinical Health Records of identified residents, Critical Incident Reports, Observation of identified residents, Annual Quality Plan, Licensee's briefing notes on incident, Abuse Policy LP-B-20-ON, Management of Violent or Combative Behaviour HS-R-20

The following Inspection Protocols were used during this inspection:

Critical Incident Response

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours

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                                                                                                                                                                                                                                                                |
| 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 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. |
| The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.                                                                                                                                                         | 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 LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**

**Specifically failed to comply with the following subsections:**

**s. 6. (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,**

- (a) the planned care for the resident;**
- (b) the goals the care is intended to achieve; and**
- (c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).**

**Findings/Faits saillants :**

1. The licensee failed to comply with LTCHA, S.O. 2007,c.8,s.6.(1)(c) by ensuring that there is a written plan of care for residents that sets out clear direction to staff and others who provide direct care.

Progress notes for the resident indicate that an incident of resident to resident verbal abuse occurred.

The Plan of Care for the identified resident directs, that staff are to re-approach and advise resident to stop if inappropriate behaviour is noted during care and to complete 15 min checks.

All interventions identified on the plan of care are related to managing resident's behaviour towards staff.

The written plan of Care does not identify required interventions to manage the resident's behaviour.

**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 23. Licensee must investigate, respond and act**

**Specifically failed to comply with the following subsections:**

**s. 23. (1) Every licensee of a long-term care home shall ensure that,**

- (a) every alleged, suspected or witnessed incident of the following that the licensee knows of, or that is reported to the licensee, is immediately investigated:**
  - (i) abuse of a resident by anyone,**
  - (ii) neglect of a resident by the licensee or staff, or**
  - (iii) anything else provided for in the regulations;**
- (b) appropriate action is taken in response to every such incident; and**
- (c) any requirements that are provided for in the regulations for investigating and responding as required under clauses (a) and (b) are complied with. 2007, c. 8, s. 23 (1).**

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**Findings/Faits saillants :**

1. The licensee failed to comply with LTCHA, S.O. 2007, c.8,s.23(1)(a) by immediately initiating an investigation related to an incident of abuse;

RN reported to Executive Director that an incident of abuse had been witnessed.

Executive Director and Director of Care have both stated that the home did not complete an investigation into the incident.

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**WN #3: The Licensee has failed to comply with O.Reg 79/10, s. 53. Responsive behaviours  
Specifically failed to comply with the following subsections:**

**s. 53. (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,**  
**(a) the behavioural triggers for the resident are identified, where possible;**  
**(b) strategies are developed and implemented to respond to these behaviours, where possible; and**  
**(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented. O. Reg. 79/10, s. 53 (4).**

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**Findings/Faits saillants :**

1. The licensee failed to comply with O.Reg.79/10 s.53.(4)by ensuring that a resident who was demonstrating responsive behaviours, had triggers identified, strategies developed and implemented, and actions taken to respond to the needs of the resident.

An identified resident's current written plan of care indicates inappropriate behaviour.

The Plan of Care directs staff;

- to re-approach resident if inappropriate behaviour is noted and to complete 15 min checks.
- The resident is to be advised to stop if exhibiting inappropriate gestures or actions towards staff during care.
- Staff are to offer resident tasks/activities to engage in and divert attention.

All interventions identified on the plan of care are related to managing resident's behaviour towards staff.

The identified resident's cognitive testing indicate no impairments.

Progress notes for the identified resident indicate that;

- 1.) An incident of assault occurred.
- 2.) The identified resident verbalized aggressive intent to staff.
- 3.) The identified resident verbalized aggressive intent to staff.
- 4.) The identified resident was verbally aggressive towards another resident.

The Plan of Care for the identified resident does not identify;

- 1.) Behavioural triggers for the inappropriate behaviour, verbal threats or physical assault towards other residents.
- 2.) Strategies have not been developed or implemented to respond to the identified behaviours towards other residents
- 3.) Interventions have not been identified to manage each of the identified behaviours [s.53(4)(a)(b)(c)]

**Additional Required Actions:**

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

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**WN #4: The Licensee has failed to comply with O.Reg 79/10, s. 54. Altercations and other interactions between residents**

Every licensee of a long-term care home shall ensure that steps are taken to minimize the risk of altercations and potentially harmful interactions between and among residents, including,

- (a) identifying factors, based on an interdisciplinary assessment and on information provided to the licensee or staff or through observation, that could potentially trigger such altercations; and
- (b) identifying and implementing interventions. O. Reg. 79/10, s. 54.

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**Findings/Faits saillants :**

1. The licensee has failed to comply with O.Reg.79/10 s.54(b) by ensuring that steps are taken to minimize the risk of altercations and potentially harmful interactions between residents.

Progress notes for an identified resident indicate that;

- 2.) The identified resident verbalized aggressive intent to staff.
- 3.) The identified resident verbalized aggressive intent to staff.
- 4.) The identified resident was verbally aggressive towards another resident.

Registered Nurse states that she was aware of an incident of resident to resident aggression and documented the incident in the 24 hour report, so that management would be aware of incident.

Interventions were not identified and implemented to minimize the risk of altercations between residents.

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**WN #5: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 20. Policy to promote zero tolerance**

**Specifically failed to comply with the following subsections:**

- s. 20. (1) Without in any way restricting the generality of the duty provided for in section 19, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with. 2007, c. 8, s. 20 (1).

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**Findings/Faits saillants :**



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**Rapport d'inspection  
prévu le Loi de 2007 les  
foyers de soins de longue**

1. The licensee failed to comply to LTCHA, S.O. 2007,c.8,S.20(1)by ensuring that the licensee's written policy to promote zero tolerance of abuse and neglect of residents, is complied with.

Licensee's Policy " Resident Non-Abuse (Ontario)" LP-B-20-ON (dated September 2011)indicates the following;

Revera has a zero tolerance for abuse. any form of abuse by any person interacting with residents/clients, whether through deliberate acts or negligence, will not be tolerated.

Definition: Sexual Abuse; Any act involving unwanted or forcible touching, or unsolicited sexual contact of any kind, includes inappropriate verbal exchange of a sexual nature.

**INVESTIGATIONS:**

1.) An immediate dignified and respectful investigation of the reported alleged, suspected or witnessed abuse will be initiated by the ED/designate.

5.) The ED will maintain confidential files that will include any statements, interview/meetings minutes, and other documentation related to, or generated by, the investigation.

Registered Nurse reported to Executive Director that an incident of sexual abuse had been witnessed.

Executive Director and Director of Care have both stated that the licensee did not complete an investigation into the incident.

Issued on this 30th day of April, 2012

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

*Chantal Lafreniere (194.)*



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

**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

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

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

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

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|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <b>Name of Inspector (ID #) /<br/>Nom de l'inspecteur (No) :</b>                         | CHANTAL LAFRENIERE (194)                                                             |
| <b>Inspection No. /<br/>No de l'inspection :</b>                                         | 2012_031194_0014                                                                     |
| <b>Type of Inspection /<br/>Genre d'inspection:</b>                                      | Critical Incident                                                                    |
| <b>Date of Inspection /<br/>Date de l'inspection :</b>                                   | Mar 13, 14, 15, 16, 18, 19, 20, 21, 22, 2012                                         |
| <b>Licensee /<br/>Titulaire de permis :</b>                                              | REVERA LONG TERM CARE INC.<br>55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2 |
| <b>LTC Home /<br/>Foyer de SLD :</b>                                                     | THORNTONVIEW<br>186 THORNTON ROAD SOUTH, OSHAWA, ON, L1J-5Y2                         |
| <b>Name of Administrator /<br/>Nom de l'administratrice<br/>ou de l'administrateur :</b> | HEATHER POWER                                                                        |

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To REVERA LONG TERM CARE INC., you are hereby required to comply with the following order(s) by the date(s) set out below:



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

**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

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

**Ordre(s) de l'inspecteur**

Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

**Order # /**

**Ordre no :** 001

**Order Type /**

**Genre d'ordre :**

Compliance Orders, s. 153. (1) (b)

**Pursuant to / Aux termes de :**

O.Reg 79/10, s. 53. (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,  
(a) the behavioural triggers for the resident are identified, where possible;  
(b) strategies are developed and implemented to respond to these behaviours, where possible; and  
(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented. O. Reg. 79/10, s. 53 (4).

**Order / Ordre :**

The licensee must prepare, implement and submit a plan to ensure that two identified residents and all residents demonstrating responsive behaviours will have behavioural triggers identified, strategies developed and implemented to respond to the behaviours and actions taken to respond to the needs of the residents, including assessments, reassessment and interventions with the resident's responses to interventions documented.  
The written plan is to be submitted to MOHLTC, Attention Chantal Lafreniere, fax (613) 569-9670 by March 30, 2012

**Grounds / Motifs :**

1. An identified resident had 12 witnessed incidents of aggression towards residents since admission. The incidents included, yelling, throwing things, striking out, and inappropriate touching of other residents.

The written plan of care for the identified resident identifies verbal aggression, wandering, verbal abuse and sexual behaviour towards staff and co-residents.

The written plan of care for the identified resident does not indicate triggers, strategies or interventions for the resident's behaviours. (194)

2. An identified resident had three incidents that included, sexual assault, verbalized threats and aggressiveness to other residents.

The written plan of care identifies inappropriate sexual behaviour towards staff, and interventions for this behaviour have been implemented.

The written plan of care does not identify any triggers, strategies or interventions for the inappropriate sexual behaviour, verbal threats, or verbal aggression towards other residents. (194)

**This order must be complied with by /**

**Vous devez vous conformer à cet ordre d'ici le :** Apr 13, 2012



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

**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

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

**Ordre(s) de l'inspecteur**  
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de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

**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 services for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Avenue West  
Suite 800, 8th Floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

SEE Below

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 tribunal not connected with the Ministry. They are established by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, within 28 days of being served with the notice of the Director's decision, give a written notice of appeal to both:

Health Services Appeal and Review Board and the

Director

Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON M5S 2T5

Director  
c/o Appeals Coordinator  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Avenue West  
Suite 800, 8th Floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

SEE Below

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](http://www.hsarb.on.ca).

**Director  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
1075 Bay Street, 11<sup>th</sup> Floor  
Toronto ON M5S 2B1  
Fax: (416) 327-7603**



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

**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

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

**Ordre(s) de l'inspecteur**  
Aux termes de l'article 153 et/ou  
de l'article 154 de la *Loi de 2007 sur les foyers  
de soins de longue durée*, L.O. 2007, chap. 8

**RENSEIGNEMENTS SUR LE RÉEXAMEN/L'APPEL**

**PRENDRE AVIS**

En vertu de l'article 163 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis peut demander au directeur de réexaminer l'ordre ou les ordres qu'il a donné et d'en suspendre l'exécution.

La demande de réexamen doit être présentée par écrit et est signifiée au directeur dans les 28 jours qui suivent la signification de l'ordre au titulaire de permis.

La demande de réexamen doit contenir ce qui suit :

- a) les parties de l'ordre qui font l'objet de la demande de réexamen;
- b) les observations que le titulaire de permis souhaite que le directeur examine;
- c) l'adresse du titulaire de permis aux fins de signification.

La demande écrite est signifiée en personne ou envoyée par courrier recommandé ou par télécopieur au :

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
55, avenue St. Clair Ouest  
8e étage, bureau 800  
Toronto (Ontario) M4V 2Y2  
Télécopieur : 416-327-7603

Les demandes envoyées par courrier recommandé sont réputées avoir été signifiées le cinquième jour suivant l'envoi et, en cas de transmission par télécopieur, la signification est réputée faite le jour ouvrable suivant l'envoi. Si le titulaire de permis ne reçoit pas d'avis écrit de la décision du directeur dans les 28 jours suivant la signification de la demande de réexamen, l'ordre ou les ordres sont réputés confirmés par le directeur. Dans ce cas, le titulaire de permis est réputé avoir reçu une copie de la décision avant l'expiration du délai de 28 jours.

En vertu de l'article 164 de la Loi de 2007 sur les foyers de soins de longue durée, le titulaire de permis a le droit d'interjeter appel, auprès de la Commission d'appel et de révision des services de santé, de la décision rendue par le directeur au sujet d'une demande de réexamen d'un ordre ou d'ordres donnés par un inspecteur. La Commission est un tribunal indépendant du ministère. Il a été établi en vertu de la loi et il a pour mandat de trancher des litiges concernant les services de santé. Le titulaire de permis qui décide de demander une audience doit, dans les 28 jours qui suivent celui où lui a été signifié l'avis de décision du directeur, faire parvenir un avis d'appel écrit aux deux endroits suivants :

À l'attention du registraire  
Commission d'appel et de révision des services de santé  
151, rue Bloor Ouest, 9e étage  
Toronto (Ontario) M5S 2T5

Directeur  
a/s Coordinateur des appels  
Direction de l'amélioration de la performance et de la conformité  
Ministère de la Santé et des Soins de longue durée  
55, avenue St. Clair Ouest  
8e étage, bureau 800  
Toronto (Ontario) M4V 2Y2  
Télécopieur : 416-327-7603

La Commission accusera réception des avis d'appel et transmettra des instructions sur la façon de procéder pour interjeter appel. Les titulaires de permis peuvent se renseigner sur la Commission d'appel et de révision des services de santé en consultant son site Web, au [www.hsarb.on.ca](http://www.hsarb.on.ca).

**Issued on this 22nd day of March, 2012**

**Signature of Inspector /**

**Signature de l'inspecteur :** *C Lafreniere (194)*

**Name of Inspector /**

**Nom de l'inspecteur :** Chantal Lafreniere

**Service Area Office /**

**Bureau régional de services :** Ottawa Service Area Office