



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

Hamilton Service Area Office  
119 King Street West, 11th Floor  
HAMILTON, ON, L8P-4Y7  
Telephone: (905) 546-8294  
Facsimile: (905) 546-8255

Bureau régional de services de Hamilton  
119, rue King Ouest, 11<sup>ème</sup> étage  
HAMILTON, ON, L8P-4Y7  
Téléphone: (905) 546-8294  
Télécopieur: (905) 546-8255

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 |
|--------------------------------------------------------------------|-----------------------------------|---------------------------------------|
| Jan 17, 18, 30, Feb 9, 24, 27, 29, Mar 6, 7, 8, 15, 2012 <i>B4</i> | 2012_072120_0010                  | Critical Incident                     |

Licensee/Titulaire de permis

HALTON HEALTHCARE LTC INC.  
327 REYNOLDS STREET, OAKVILLE, ON, L6J-3L7

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

WYNDHAM MANOR LONG TERM CARE CENTRE  
291 REYNOLDS STREET, OAKVILLE, ON, L6J-3L5

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

BERNADETTE SUSNIK (120)

#### 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 the administrator, director of care, registered and non-registered staff, a resident and several visitors.

During the course of the inspection, the inspector(s) observed registered and non-registered staff routines, reviewed the home's policies and procedures on the prevention of abuse, the resident's plan of care and associated documents and the home's investigative documents related to the incident. (H-000011-12)

The following Inspection Protocols were used during this inspection:

Prevention of Abuse, Neglect and Retaliation

Findings of Non-Compliance were found during this inspection.

#### NON-COMPLIANCE / NON-RESPECT DES EXIGENCES



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

| 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. 19. Duty to protect**  
**Specifically failed to comply with the following subsections:**

**s. 19. (1) Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff. 2007, c. 8, s. 19 (1).**

**Findings/Faits saillants :**

An identified cognitively impaired resident was not protected from sexual abuse in 2011. The resident's ability to make decisions to become sexually involved is impaired. The resident suffers from short term memory loss, wanders, is disoriented to person, place and time and is not able to reason and make decisions. Abilities to make decisions vary and are limited to specific and simple tasks. This was confirmed during staff, family and resident interviews as well as a review of the clinical record.

The employees did not follow their policy #02-06-09 to ensure resident safety after a suspected or actual incident of abuse. The employees left the resident for approximately 1 hour after the incident and continued to work with the other residents. Several hours later, the incident was reported to a registered nurse who did not forward the information immediately to a manager on call. The staff did not take immediate action to protect or care for the resident.

When the management staff became aware of the incident several days later, the police were contacted and action was taken to re-educate employees on their obligations to report on suspected or actual abuse and to follow the home's policy. The home put a plan in place immediately after the incident to protect residents until investigations could be completed. At the conclusion of the police investigation, the plan was slightly modified based on the outcome of the investigation. The plan involved supervision to be conducted by the employees. In February 2012, during another inspection, confirmation was made that employees were not able to provide the level of supervision as directed. Employees were only able to monitor all parties while in the dining room. Interviews with employees working in the home raised concerns that they are not able to "supervise" as directed in the plan due to other responsibilities.

**Additional Required Actions:**

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

**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 20. Policy to promote zero tolerance**



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  
prévus le Loi de 2007 les  
foyers de soins de longue

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).

**Findings/Faits saillants :**

The home's written policy #02-06-09, dated February 2010 regarding sexual abuse of residents, was not complied with. The policy requires that all employees notify management staff immediately after a suspected or actual incident of abuse, that a staff member remains with the resident, that a staff member be assigned to stay with the abuser (until police arrive or they are able to escort them to the office or out of the home) and that the resident be assessed immediately after the incident. In 2011, an incident of resident sexual abuse was witnessed by several employees. The employees did not follow the above noted written policy and therefore did not immediately notify management staff or stay with the resident/abuser or immediately assess the resident following the incident.

**Additional Required Actions:**

*VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure that the written policy to promote zero tolerance of abuse and neglect of residents is complied with, to be implemented voluntarily.*

Issued on this 10th day of April, 2012

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



**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

**\*Amended\* Public Copy/Copie du Public**

|                                                                                         |                                                                                  |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <b>Name of Inspector (ID #) /<br/>Nom de l'inspecteur (No):</b>                         | Bernadette Susnik (120)                                                          |
| <b>Inspection No. /<br/>No de l'inspection:</b>                                         | 2012-072120-0010 (A-1)                                                           |
| <b>Type of Inspection /<br/>Genre d'inspection:</b>                                     | Critical Incident                                                                |
| <b>Date of Inspection /<br/>Date de l'inspection:</b>                                   | January 17, 18, 30, February 27, 2012                                            |
| <b>Licensee /<br/>Titulaire de permis:</b>                                              | HALTON HEALTHCARE LTC INC.<br>327 Reynolds Street, Oakville, ON L6J 3L7          |
| <b>LTC Home /<br/>Foyer de SLD:</b>                                                     | WYNDHAM MANOR LONG TERM CARE CENTRE<br>291 Reynolds Street, Oakville, ON L6J 3L5 |
| <b>Name of Administrator /<br/>Nom de l'administratrice ou de<br/>l'administrateur:</b> | Tracey Mulcahy                                                                   |

**NOTE: This Order has been revised to reflect a decision of the Director on a review of the Inspector's Order. The Directors review was completed on April 26, 2012.**

To HALTON HEALTH CARE LTC 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 #:** 001  
**Ordre no:**

**Order Type:** Compliance Order, Section 153 (1)(b)  
**Genre d'ordre:**

**Pursuant to / Aux termes de:**

LTCHA, 2007 S.O. 2007, c.8, s. 19(1) Every licensee of a long term care home shall protect residents from abuse and shall ensure that residents are not neglected by the licensee or staff.

**Order / Ordre:**

The Licensee shall:

Prepare, submit and implement a plan for achieving compliance with the requirement to protect residents, specifically the identified resident, from abuse, specifically sexual abuse, by anyone, and to ensure that residents, specifically the identified resident, are not neglected by the Licensee and staff.

The plan is to be submitted by May 7, 2012 to the LTC home's Inspector Bernadette Susnik, Ministry of Health and Long-Term Care, Performance Improvement and Compliance Branch, 119 King Street West, 11<sup>th</sup> Floor, Hamilton, Ontario L8P 4Y7. Fax: 905-546-8255.

The plan is to be fully implemented by May 14, 2012.

**Grounds / Motifs:**

1. An identified cognitively impaired resident was not protected from sexual abuse in 2011. The resident's ability to make decisions to become sexually involved is impaired. The resident suffers from short term memory loss, wanders, is disoriented to person, place and time and is not able to reason and make decisions. Abilities to make decisions vary and are limited to specific and simple tasks. This was confirmed during staff, family and resident interviews as well as a review of the clinical record.

The employees did not follow their policy #02-06-09 to ensure resident safety after a suspected or actual incident of abuse. The employees left the resident for approximately 1 hour after the incident and continued to work with the other residents. Several hours later, the incident was reported to a registered nurse who did not forward the information immediately to a manager on call. The staff did not take immediate action to protect or care for the resident.

When the management staff became aware of the incident several days later, the police were contacted and action was taken to re-educate employees on their obligations to report on suspected or actual abuse and to follow the home's policy. The home put a plan in place immediately after the incident to protect residents until investigations could be completed. At the conclusion of the police investigation, the plan was slightly modified based on the outcome of the investigation. The plan involved supervision to be conducted by the employees. In February 2012, during another inspection, confirmation was made that employees were not able to provide the level of supervision as directed. Employees were only able to monitor all parties while in the dining room. Interviews with employees working in the home raised concerns that they are not able to "supervise" as directed in the plan due to other responsibilities. (120)

**This order must be complied with by /  
Vous devez vous conformer à cet ordre d'ici le:**

May 14, 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**  
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

**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, 8<sup>th</sup> 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**

**Director**

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

c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
55 St. Claire Avenue, West  
Suite 800, 8<sup>th</sup> 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](http://www.hsarb.on.ca).



**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

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 7th day of May, 2012**

**Signature of Inspector /  
Signature de l'inspecteur :**

**Name of Inspector /**



**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

**Nom de l'inspecteur :** Bernadette Susnik

**Service Area Office /  
Bureau régional de services :** Hamilton Service Area Office