

Agenda

Dearness Home Committee of Management

2nd Meeting of the Dearness Home Committee of Management

June 15, 2020, 12:00 PM

Virtual Meeting – during the COVID-19 Emergency City Hall is closed to the public.

Members

Councillors: E. Pelosa (Chair), A. Hopkins (Vice Chair), M. Cassidy, S. Hillier, and S. Lehman, and C. Saunders (Secretary).

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Pages

1.	CALL TO ORDER	
	1.1. Disclosures of pecuniary interest(s), if applicable.	
2.	CONSENT ITEMS	
	2.1 1st Report of the Dearness Home Committee of Management	2
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	2.3 COVID-19 – Verbal Update (L. Hancock, Administrator Dearness Home)	
3.	SCHEDULED ITEMS	
4.	ITEMS FOR DISCUSSION	
5.	DEFERRED MATTERS/ADDITIONAL BUSINESS	
6.	CONFIDENTIAL	
7.	NEXT SCHEDULED MEETING DATE	
8.	ADJOURNMENT	

MINUTES OF THE
1ST MEETING OF THE
DEARNESS HOME COMMITTEE OF MANAGEMENT

Meeting held on Tuesday, February 11, 2020, commencing at 2:33 PM in Committee Room #4, Second Floor, City Hall.

PRESENT: Councillors E. Pelozza (Chair), M. Cassidy, S. Hillier, A. Hopkins, S. Lehman, and C. Saunders (Secretary).

ALSO PRESENT: S. Datars Bere, K. Dickins, A. Hagan, L. Marshall, and S. Ojeerally,

1. Disclosures of Pecuniary Interest

None were disclosed.

2. Minutes of the 4th Meeting of the Dearness Home Committee of Management

HILLIER AND LEHMAN

That the Minutes of the 4th Meeting of the Dearness Home Committee of Management, from its meeting held on November 12, 2019, BE RECEIVED. CARRIED

3. 2019-2022 Long-Term Care Home Service Accountability Agreement Between The Corporation of the City Of London (Dearness Home) and the South West Local Health Integration Network (LHIN) - Declaration of Compliance 2019

HILLIER AND LEHMAN

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home;

- a) the Managing Director, Housing, Social Services and Dearness Home BE AUTHORIZED to execute the Declaration of Compliance, under the Long-Term Care Home Service Accountability Agreement for the reporting period of January 1 to December 31, 2019, substantially in the form appended to the staff report dated February 11, 2020 as Schedule 1; and
- b) the Managing Director, Housing, Social Services and Dearness Home BE DIRECTED to advise the Licensee, The Corporation of the City of London, that the Declaration of Compliance has been made. CARRIED

4. Administrator's Report to the Committee of Management for the Period October 16, 2019 through January 15, 2020

HILLIER AND LEHMAN

That, on the recommendation of the Administrator, Dearness Home, with the concurrence of the Managing Director, Housing, Social Services and Dearness Home, the report dated February 11, 2020, entitled "Administrator's Report to the Committee of Management for the Period October 16, 2019 through January 15, 2020", BE RECEIVED. CARRIED

5. Additional Business

HILLIER AND CASSIDY

IT BEING NOTED that the Managing Director, Housing, Social Services and Dearness Home responded to questions of the Dearness Home Committee of Management with respect to the programming that would be accommodated in the proposed auditorium, should Municipal Council approve the funding for the construction. CARRIED

6. Adjournment

HOPKINS AND CASSIDY

That the meeting of the Dearness Home Committee of Management BE ADJOURNED. CARRIED.

The meeting adjourns at 2:47 PM.

E. Pelosa, Chair

C. Saunders, Secretary

TO:	CHAIR AND MEMBERS DEARNESS HOME COMMITTEE OF MANAGEMENT MEETING ON JUNE 15, 2020
FROM:	LESLIE HANCOCK ADMINISTRATOR, DEARNESS HOME
SUBJECT:	ADMINISTRATOR'S REPORT TO THE COMMITTEE OF MANAGEMENT FOR THE PERIOD JANUARY 16, 2020 TO MAY 15, 2020.

RECOMMENDATION

That, on the recommendation of the Administrator, Dearness Home and with the concurrence of the Acting Managing Director, Housing, Social Services and Dearness Home, this report related to the Dearness Home **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- September 18, 2019, Administrator's Report April 16, 2019 to August 15, 2019
- November 12, 2019, Administrator's Report, August 16, 2019 to October 15, 2019
- February 1, 2020, Administrator's Report, October 16, 2019 to January 15, 2020

BACKGROUND

Service Provision Statistics:

Occupancy Average January 1, 2020 to April 30, 2020	Number of Individuals on Waiting List as of April 16, 2020
98.17%	Basic – 325 Private - 69

Compliance Report/Update:

Critical Incidents – The Ministry of Health and Long Term Care (MOHLTC) has a Mandatory and Critical Incident Reporting process which requires reporting of all critical incidents in the Home.

The following critical incidents were reported to the MOHLTC during the reporting period:

Mandatory and Critical Incident Reporting

Incident Type and Number (n) of Incidents	Issues	Status
An injury that results in a resident transfer to hospital:	There were no falls that required a Critical Incident Report to be submitted to the MOHLTC During the reporting period.	<u>Fall Statistics:</u> <ul style="list-style-type: none"> • 8.2% of residents fell January 16 to 31, 2020. • 15.2% of residents fell in February. • 20.5% of residents fell in March. • 15.6% of residents fell in April. • 8.2% of residents fell in May (up to May 14, 2020). • 29.8% of residents that fell were found on the floor (Unwitnessed).

		<ul style="list-style-type: none"> • 84.3% had no injury. • 15.7% had temporary injury. • 1.64% were transferred to hospital.
An Outbreak of a Reportable Disease: <ul style="list-style-type: none"> • Acute Respiratory (1) 	The acute respiratory outbreak on 3 East, Poplar Green, was declared on March 22, 2020 and resolved on April 14, 2020. There was minimal resident impact.	Daily surveillance and infection control measures are in place to minimize a chance of outbreak and/or duration of outbreak.
Missing Resident <ul style="list-style-type: none"> • Missing greater than 3 hours. (1) 	Resident failed to return to the Home at the specified time. Resident returned to the home unharmed.	All required documentation was completed. Code Yellow policy was followed.

Infection Control:

- The Home continues to have minimal outbreak days compared to previous years.
- The Home continues to have low infection rates related to urinary tract infections and wounds.
- The Home’s hand hygiene compliance rate remains above 95%.

COVID-19 Update:

February 7, 2020:

The Dearness Home started passive screening of all staff and visitors entering the Home for fever, cough and travel history.

March 11, 2020:

The Dearness Home started active screening of staff and visitors entering the Home for fever, cough and travel history.

March 14, 2020:

The Home’s Management Team contacted residents and Power of Attorneys (POAs) regarding visiting restrictions at the Home as per the MOHLTC mandate. This was implemented on the same day and generally well received by families.

April 17, 2020 Onward

In response to and to plan for the emerging and evolving threat presented by the COVID-19 pandemic and the many continually changing directives from levels of government, Ontario Health and local Public Health, Dearness Home planned to take the following actions:

- Planning and actions to mitigate threat to staffing levels created by illness, COVID-19 related self-isolation and staff choosing to work in other facilities;
- Observance of Provincial Order directing that beginning April 22, 2020 staff must not work at multiple care facilities – all Dearness staff who also work at other facilities have chosen where to work, with the majority selecting Dearness Home;
- Staff offered the opportunity to rescind previously granted vacation until the end of May;
- Many of our smaller pool of staff accepted the offer of either temporary fulltime equivalent hours or agreed to be scheduled up to 80 hours as necessary;
- Non-nursing staff (including clerical staff and managers) were trained to be a second person for mechanical lifting of residents should there be future need to bolster nursing staff;
- Preliminary work with the City to possibly redeploy other City staff to the Home under emergency measures;
- Detailed plan to maintain safe and secure care with reduced staffing produced by Dearness Home.
- Dearness Management will work with City partners to implement the government’s “Temporary Pandemic Pay” for non-management staff (\$4 per hour and a \$250 lump sum for those who work over 100 hours in a 4 week period) once full details are released. As of the date of writing this report, the City is currently awaiting more detailed information

from the Ministry of Long Term Care regarding implementation of Temporary Pandemic Pay. However, we are working to pay this out to eligible employees in our bargaining units for the June 11, 2020 pay based on the information available;

- Additional funding to assist with pandemic related costs has been announced by the government, with over \$60,000 allocated for May in addition to the \$75,000 previously provided.

Essential Supplies Planning and Actions:

- From February on, Dearness Management worked to increase stock of personal protective equipment up to and beyond pre-planned pandemic levels. Work continues, aided by City management, and the Home has acquired equipment and access to emergency supply options;
- The Home's Dietary Department purchased additional dry and canned goods and created emergency menus that could be used should normal food supplies become disrupted.

Communication Planning and Actions:

- Information plan produced by the City Communications Manager after consultation with and input from Dearness Administration, Emergency Management and Senior Leadership. The plan details process and messaging to all stakeholders in the event COVID-19 arrives at Dearness Home;
- The Home gained access to an auto-call system used by Parks and Recreation to enable calls to resident POAs to quickly pass on information with minimal manpower.

Physical Separation Preparation:

- Construction of 7 temporary bedroom units in the Home's Adult Day Program (an area with restricted access and egress) with provision for a staff station, medication cart and room, and appropriate lighting in preparation for any necessary relocation of COVID-19 positive residents.

Infection control measures:

- Daily contact with Public Health and strict observance of Public Health infection control measures;
- Until further notice from authorities and due to current low utilization of hospital beds and high risks in long term care, no admissions or readmissions of residents from hospitals to Dearness Home;
- Single entrance/exit to the Home and active screening conducted for all staff and essential visitors, including temperature checks, both when they arrive and when they leave the Home;
- All staff issued surgical masks (and extras as needed) each day, to wear for the duration of their shifts;
- Staff encouraged to observe constant hand hygiene and maintain social distancing whenever their work permits;
- For early disease detection and containment purposes, an expanded list of possible symptoms led to more resident testing for COVID-19 and more precautionary, infection control isolation;
- New residents tested and isolated for 14 days;
- For early detection and containment of COVID-19, increased (legally required) testing for staff who experience any one of a long list of symptoms. Staff must remain off work until negative test results received;
- In rooms with shared bathrooms, the toilet section walled off for the exclusive use of a resident in isolation (non-symptomatic resident in next room retains access to their washbasin);
- Resident activities restricted to their care unit in groups of no more than 4 people;
- Wherever possible, residents physically distanced;
- Utilization of activity rooms as supplemental dining areas to help ensure spacing between staff and residents. In non-secure areas no more than 2 residents per dining table;
- Cancellation of large group activities with residents from different units;
- Restriction of resident mobility to their own unit, the lobby area and the central courtyard area;
- No visitors with the exception of 2 people permitted at the end of life (essential visitors), who must wear a mask and confine themselves to the resident's room;
- All personal protective equipment (PPE) required by Public Health provided to staff when dealing with residents in infection control isolation pending test results;
- 8 hours of additional high touch surface cleaning is being conducted by housekeeping every day;

- PPE training on Donning and Doffing for staff on all 3 shifts and ongoing. Training provided by two staff from the Infection Control team.
- All residents were tested May 6, 2020 by staff;
- Residents were tested less than 24 hours after the request was made by Public Health;
- Dearness Management successfully negotiated for the Middlesex London Health Unit to swab all staff for COVID-19 on May 11 and 12, 2020. This ensures Dearness is compliant with Provincial requirements to have all staff and residents tested. All staff and residents have tested negative so far;
- Managers and City supports continue to source and receive the PPE necessary for the protection of residents and staff;
- Dearness Home continues to practice proper PPE conservation and have taken every measure to ensure the Home is compliant with provincial guidance and legislation related to the issuance of PPE in the Home;
- The infection control team is reinforcing annual education by demonstrating the correct way to don and doff PPE to staff on all shifts and will provide any necessary training related to changes in Infection Prevention and Control (IPAC) protocols;
- Staff are provided daily briefings regarding COVID-19 developments and related measures at Dearness Home;
- Despite temporarily losing some staff due to the government requiring staff to work at only one facility, Dearness Home continues to successfully schedule to staff all shifts and deliver pre-pandemic levels of service;
- Recruitment of additional staff remains ongoing;

Measures to Avoid Resident Isolation:

- Recreation staff utilizing iPads and other tablets to allow residents and families to see each other via Skype and Face Time,
- “Window visits” planned and actioned by recreation staff to permit residents and families to interact without physical contact.

Should a COVID-19 outbreak be declared at Dearness Home the following and any other necessary steps will be implemented to monitor and control further spread within the Home: Implement all guidance from public health regarding staff isolation and monitoring;

- Follow pre-prepared communication plan to inform all stakeholders;
- Activate card access only to all care units to ensure residents remain in their Home area
- Cohort staff so those who have worked on the infected unit(s) are restricted to that unit only in order to reduce possibility of spread;
- Initiate infection control isolation for all residents who are COVID-19 positive;
- Begin additional high-touch surface cleaning in all infected areas;
- End group resident activities throughout the Home;
- Relocate infected residents who are non-compliant with staying in isolation in their rooms and thereby risk spreading COVID-19 to others (most likely from our secure resident areas) to our COVID-19 temporary ward area in the Adult Day Program;
- Station appropriate staffing in the temporary ward area;
- As required, if staff shortages occur, utilize prepared plan to mobilize non-nursing persons (clerks and managers) to support front line service;
- If needed, draw in previously identified City staff and provide basic training so they can support regular Dearness staff (housekeeping, clean side laundry, PSW support etc.).

Ministry Inspections/Visits:

The Ministry of Health and Long Term Care visited the Home on January 23, 2020 to conduct a Critical Incident System Inspection. There were no issues. A copy of the report can be found attached as Appendix A.

Public reports are posted by the MOHLTC at the following

link: <http://publicreporting.ltchomes.net/en-ca/homeprofile.aspx?Home=m514&tab=1>

The Middlesex London Health Unit visited the Home on February 4, 2020 to conduct a Compliance Inspection. One issue related to floor cleaning was resolved.

Fire Inspections completed by the London Fire Department are current.

Health and Safety:

The Occupational Health and Safety (OHS) Committee met in January, February and March for their regular meeting. In April a COVID19 specific meeting was held to update members of the Committee around steps taken to protect against the virus. Regular inspections continued to take

place during the last 4 month period. Safety procedures continue to be reviewed annually and the Committee remains on schedule with its annual review. The Committee completed its membership with the addition of a Registered Nurse.

General Updates:

Highlights in the Recreation Department include:

- Gentle Persuasive Approach (GPA) training sessions have been cancelled due to COVID-19. This certification program assists staff in the use of a safe approach to care for residents with dementia. Training will be rescheduled at a later date.
- The Manager of Community Life and 20 staff attended Mental Health First Aid for Seniors training hosted by the Dearness Home in January. This certification training focused on participants' learning skills for providing initial help to seniors experiencing mental health issues related to substance misuse, depression, anxiety, trauma, psychosis, dementia and delirium.
- The Dearness Home's Quiet Room renovation was successfully completed and opened to residents and staff in February.
- The Home's Recreation Therapy team hosted Therapeutic Recreation Awareness Week in February. The event included education, programs and prizes.
- The Dearness Home celebrated its volunteers for their dedication and services but had to close its doors to all volunteers due to the pandemic on March 16, 2020. A letter was sent to our Volunteers indicating we would touch base in April. The Home has received many emails and cards expressing support from our volunteers. Our Auxiliary volunteers went above and beyond ensuring the Home continued to have access to the tuck shop so residents could obtain treats and daily personal items at no charge as a gift during the closure. Plans for our Volunteer Appreciation Event in April will be rescheduled to a later date.
- Due to Covid-19 restrictions, the Dearness Home Adult Day Program closed its doors on March 16, 2020. Weekly safety checks are completed by email and phone for all our clients.
- Virtual church services, bible studies and small groups continue to be provided to our residents with the support of our Chaplain.
- Social distancing recreation programs continue in small groups with the support of our Recreation Coordinators and additional staff being deployed where volunteers would normally assist. Special activity packages were created for residents in isolation.
- Robo calls were initiated in March to allow us to send weekly messages of information and hope to our families, loved ones and Adult Day Program clients while we are isolated from each other.
- Gerbera daisy pots were donated by No Frills for all women in the Home to celebrate Mother's Day. Recreation Staff collected personal messages from families to attach to the flowers so that each woman received a message of love and care on Mother's Day.
- The Home's Homemaking Program currently has 10 out of 53 clients that have their services on hold due to Covid-19. Those clients are receiving weekly safety check calls, offering support and resources to help navigate some of the additional restrictions they are facing. We are also liaising with the Canadian Back Institute (CBI), who is the Home's contracted service provider, to assist with trouble shooting around staffing and scheduling issues that they may be experiencing due to limited resources. We are also assisting with communicating potential changes to regular routines or schedules for clients that are receiving the service.

Dietary:

Highlights in the Dietary Department include:

- The Dietary Department provided residents with their Festive Dinners at the end of January due to staffing issues that occurred resulting in having to reschedule the dates.
- The Dietary Department provided a luncheon for the Home's Auxiliary that was rescheduled for February 12.
- The Dietary Department provided a Valentine's Sweetheart Meal, Good Friday and Easter Dinner during the reporting period.
- The Home cancelled Mother's Day dinner due to COVID-19.
- The Home secured 3 days of pandemic supplies in addition to the usual 5 days of supplies on hand.
- Disposable plates, cups, cutlery and trays were sourced for use in outbreak rooms to avoid potential contamination from returning to the serveries.

- The Dietary IT Submission for Menustream is put on hold during COVID-19.
- The Home's cooks were provided the opportunity to visit SYSCO headquarters for warehouse tours and tasting of new products. Unfortunately, this was cancelled due to COVID-19.
- The Dietary Department provided individually packaged snacks for staff to celebrate Nursing Week in May.

Nursing:

Highlights in the Nursing Department include:

- Mandatory training legislated by the Ministry of Health and Long Term Care (MOHLTC) started in March with appropriate social distancing measures in place. Two sessions were held for a total of 35 staff trained before the Home opted to postpone any further training until deemed safe to once again bring large groups together. The Director of Care is exploring alternative options for completing the training should the duration of the pandemic not leave sufficient time to complete training for all staff within the calendar year.
- The Home's Social Worker completed Physical, Intellectual, Emotional, Capabilities, Environment, and Social (P.I.E.C.E.S) training in February. P.I.E.C.E.S is a holistic, person and care partner-directed model which enhances capacity at the individual, team, organization and system levels to support the care of the elderly living with complex chronic disease, including neurocognitive disorders and/or other mental health needs and associated behavioural changes. The residents of Dearness will greatly benefit from her new knowledge and skills in this area.
- In late January, the Home held its first Mentorship Training Day for those Personal Support workers (PSWs) and Registered Practical Nurses (RPNs) who volunteered to act in this role for new staff. The day focused on developing an orientation day checklist and leadership training. The first mentor/mentee relationships were initiated in early February and feedback from mentors and mentees has been very positive and encouraging. Plans for a late March follow-up training session for the mentors focused on crucial conversations was postponed due to the COVID-19 pandemic. Training sessions for the mentors will commence as soon as it is safe to do so.
- Dearness is working on approval for the new VirtualCare Application. The Application is a secure platform that allows Dearness staff to virtually access support from our physicians, thereby improving resident and staff safety, reducing delays in receiving an assessment by a physician, and decreasing the risk of the potential spread of COVID-19. The VirtualCare Application is compatible with our current eMAR system and is PHIPA and PIPEDA compliant. We are hoping to implement the application in the near future.
- Due to the imminent obsolescence of the existing Goldcare software used for resident billing and trust accounts, in 2019 a plan to transition began to utilize similar functionality found in the Point Click Care software already used for clinical purposes in the Home. In the first quarter of 2020 the transition was successfully concluded. The new software improves efficiency by removing the need to enter information into 2 software systems.

Environmental:

Highlights in the Environmental Department include:

- The Home has secured a consultant for the nurse call system replacement plan. This project is currently on hold during the Pandemic.
- The Environmental Services Manager and members of the Facilities Department are reviewing potential projects to reduce the Home's energy costs. This is also currently on hold.
- As of March, 2020 a process was developed to maintain a daily inventory tracking of all pandemic related supplies and personal protective equipment (PPE).
- Resident rooms with shared washrooms have been equipped with a temporary wall for the exclusive use of residents in isolation. Non-symptomatic residents in the next room retain access to their washbasin.

RECOMMENDED BY	CONCURRED BY:
LESLIE HANCOCK ADMINISTRATOR, DEARNESS HOME	KEVIN DICKINS ACTING MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME

- cc:
- L. Livingstone, City Manager
 - B. Baar, Senior Financial Business Administrator
 - J. Brown, Financial Business Administrator
 - L. Marshall, Solicitor
 - A. Hagan, Manager, Labour Relations
 - K. Cook, Human Resources Advisor



Ministry of Long-Term Care

Ministère des Soins de longue durée

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

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

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Division des opérations relatives aux soins de longue durée
Inspection de soins de longue durée

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Public Copy/Copie du rapport public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jan 27, 2020	2020_538144_0008	001099-20	Critical Incident System

Licensee/Titulaire de permis

The Corporation of the City of London
355 Wellington St, 2nd Floor, Suit 248 LONDON ON N6A 3N7

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

Dearness Home for Senior Citizens
710 Southdale Road East LONDON ON N6E 1R8

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

CAROLEE MILLINER (144)

Inspection Summary/Résumé de l'inspection



**Ministry of Long-Term
Care**

**Ministère des Soins de longue
durée**

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

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

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

This inspection was conducted on the following date(s): January 23, 2020.

The following intake was inspected within this inspection:

Log #001099-20, CIS M514-000003-20 related to the plan of care and pain management.

During the course of the inspection, the inspector(s) spoke with one resident, the Administrator, Director of Care, Social Worker, Physiotherapist, one Registered Practical Nurse and one Personal Support Worker.

During the course of the inspection, the inspector observed one resident and reviewed one resident clinical record.

The following Inspection Protocols were used during this inspection:

Pain

Personal Support Services

During the course of this inspection, Non-Compliances were not issued.

0 WN(s)

0 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)



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soins de longue durée**

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

Issued on this 27th day of January, 2020

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



**Ministry of Long-Term
Care**

**Ministère des Soins de longue
durée**

**Inspection Report under
the Long-Term Care
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soins de longue durée**

Original report signed by the inspector.