



**To:** Chair and Members  
Health Services Committee

**From:** Jennifer Ridgley  
Administrator, The Pines

**Date:** January 19, 2023

**Subject:** Results of an Abuse Investigation for The Pines Long-Term Care Home

**Report:** HS-1-2023-6

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### **Recommendation**

This report is provided for information.

### **Origin**

This staff report seeks to inform the Health Services Committee about a serious incident involving a resident and staff and the corrective measures being undertaken at the home.

### **Background**

**The Health Services Committee is designated as the Committee of Management (COM) for long-term care to fulfill legislative requirements.**

Provincial legislation requires the appointment of a Committee of Management for municipal long-term care homes. The Committee is broadly responsible for ensuring that the home:

- is in compliance with applicable legislation;
- meets funding requirements established by Ontario Health;
- maintains appropriate service standards for the residents; and
- provides oversight of finance, audits, and general operations.

In January 2019, Muskoka District Council approved a recommendation (through [report HS-1-2019-2](#)) to designate the Health Services Committee as the COM for the long-term care home through [resolution R1/2019-HS](#) .

**Critical incidents must be reported to the Ministry of Long-Term Care (MLTC) and promptly investigated, often resulting in non-compliance findings.**

The MLTC must be notified immediately about incidents relating to the:

- suspected or alleged neglect or abuse of residents;
- improper care;
- improper administration of drugs; and/or
- unexpected or sudden death of a resident.

Compliance Inspection Branch officials will investigate the incident and may issue non-compliance findings. This is achieved by performing unannounced inspections and enforcement measures as required and ensuring that actions taken by the government are transparent.

The MLTC conducts complaint, critical incident, follow up, comprehensive and other types of inspections. During the inspection three (3) classifications of findings can be issued:

1. **Written Notifications:** issued for minor concerns and do not generally require follow-up inspections;
2. **Voluntary Plans of Correction:** issued for less serious concerns that the home must address before the next inspection; and
3. **Compliance Orders:** issued for serious concerns that affect resident safety and well-being. Licensees are required to take action, stop an action from recurring and/or prepare a plan to achieve compliance by a prescribed deadline. Follow-up inspections are required to verify that the concern has been remedied.

**Incidences of suspected abuse or neglect happen throughout the Long-Term Care sector.**

Incidences of abuse happen throughout the Long-Term Care sector and the Pines continues to minimize, monitor, educate and respond to any potential concerns.

Table 1: Summary of the last three (3) years of incidents at The Pines Long-Term Care Home

Type	2020	2021	2022
Resident to Resident	6	14	6
Staff to Resident	4	8	9
Annual Total	10	22	15

Table 2: Geographical Status Report from Ministry of Long-Term Care and Average Critical incidents involving any source of abuse to residents per 100 beds for the period.

<b>Critical Incident Average per 100 Resident Beds</b>	<b>Quarter 1</b>	<b>Quarter 2</b>	<b>Quarter 3</b>	<b>Quarter 4</b>
	January 01, 2022 - March 31, 2022	April 01, 2022 - June 30, 2022	July 01, 2022 - September 30, 2022	October 01, 2022 - December 31, 2022
The Pines	2.5000	1.8750	1.8750	2.5000
Within the boundaries of Muskoka (4 LTC Homes)	2.3726	2.5418	2.5968	2.6298
Ontario Health Central Zone (Formerly the Local Health Integration Network)	3.1530	3.6905	3.5287	3.3020
Province	1.6614	1.9861	1.9909	1.9745

The Pines remains below the Muskoka and Central Zone but above the provincial average of incidences in the sector.

### **Analysis**

The Pines' Leadership team investigated a suspected resident abuse incident that was reported on December 6, 2022.

An internal investigation determined that two (2) staff members:

- Physically restrained a resident unnecessarily;
- Did not respect a resident's right to refuse care;
- Inappropriately made contact with a resident; and
- Failed to follow protocols regarding responsive behaviours and resident abuse.

Staff took the following immediate actions:

- Placed the involved staff members on administrative leave;
- Completed a fulsome investigation;
- Reported to the Ontario Provincial Police (OPP), who are conducting their own investigation into the matter;
- Notified the family members of the impacted resident;
- Reported to the Ministry of Long-Term Care; and
- Subsequent to completing the investigation, terminated the employment of the involved staff members.

The investigation also determined that a registered staff member failed to act after the incident was reported to them on December 5, 2022. The matter was investigated and resulted in the suspension of staff, the completion of remedial educational and the matter was reported to the Ontario College of Nurses (CNO).

### **Staff developed a thorough action plan to address the incident.**

The Pines developed an action plan to address this incident and to prevent further incidents from occurring. The plan includes educational strategies that have been developed. This plan has been reported to the Ministry.

Ministry Inspectors arrived at the Pines on January 9, 2023, to investigate this incident independently and are expected to issue findings. All Ministry investigations and findings are publicly reported.

### **Financial Considerations**

There are no financial considerations related to this staff report.

### **Climate Change Implications**

The District assesses climate implications in all staff reports using the Clean Air Partnership's ['Municipal Climate Lens Tool'](#) to consider climate impacts or benefits associated with any project, program or initiative. There is no climate impact related to this report.

### **Communications**

Copies of the public version of inspection reports detailing all findings of non-compliance must be publicly posted in LTC Homes and provided to Residents' and Family Councils. They are also published on the Ministry's website. To obtain a Home's inspection report, you can ask the Home directly or [find reports](#) on the website.

### **Strategic Priorities**

This report supports the following [District of Muskoka Strategic Priorities](#):

Natural Environment s1.1 and s1.5;  
Governance s2.1, s2.2, s2.4, and s2.7; and  
Community s5.1, s5.2, s5.3, s5.4, s5.6 and s5.9.

Respectfully submitted,

Jennifer Ridgley, Administrator, The Pines; and  
Norm Barrette, Commissioner of Health Services.