



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 prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée

Long-Term Care Homes Division  
Long-Term Care Inspections Branch

Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée

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## Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Mar 15, 2019	2019_508137_0007	002127-17, 002406-17, 014679-17, 012366-18, 020167-18, 020269-18, 033544-18, 003709-19	Critical Incident System

### Licensee/Titulaire de permis

peopleCare Not-For-Profit Homes Inc.  
735 Bridge Street West WATERLOO ON N2V 2H1

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

peopleCare A.R. Goudie Kitchener  
369 Frederick Street KITCHENER ON N2H 2P1

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

MARIAN MACDONALD (137)

## Inspection Summary/Résumé de l'inspection



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

**This inspection was conducted on the following date(s): March 12-15, 2019**

**The following Critical Incident System (CIS) reports were included within this inspection:**

**C522-000001-17 and Log #002127-17; C522-000002-17 and Log #002406-17; C522-000010-17 and Log #014679-17; related to responsive behaviours.**

**C522-000023-18 and Log #020269-18 related to resident to resident sexual abuse.**

**C522-000026-18 and Log #033544-18 related to staff to resident verbal abuse.**

**C522-000017-18 and Log #012366-18; C522-000021-18 and Log #020167-18; C522-000001-19 and Log #003709-19 related to fall prevention.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Nursing, Director of Resident Care, Senior Executive Director, Receptionist, Registered Staff, Personal Support Workers and residents.**

**The inspector also toured the home, observed resident care provision, staff to resident interactions, resident to resident interactions, availability of fall prevention interventions, reviewed residents' clinical records, relevant policies and procedures and internal investigation records.**

**The following Inspection Protocols were used during this inspection:**

**Falls Prevention**

**Prevention of Abuse, Neglect and Retaliation**

**Responsive Behaviours**

**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)**



**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).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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de soins de longue durée***

**Issued on this 15th day of March, 2019**

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

**Original report signed by the inspector.**