

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

Central West District
609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901
centralwestdistrict.mltc@ontario.ca

Original Public Report

Report Issue Date: January 20, 2023	
Inspection Number: 2022-1211-0002	
Inspection Type: Complaint	
Licensee: 488491 Ontario Inc.	
Long Term Care Home and City: Avalon Retirement Centre, Orangeville	
Lead Inspector Janet Groux (606)	Inspector Digital Signature
Additional Inspector(s) Gurvarinder Brar (000687)	

INSPECTION SUMMARY

The Inspection occurred on the following date(s): December 14-16, and 19-20, 2022.

The following complaint intake was inspected:

- concerns related to a resident's pain management.

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

- Infection Prevention and Control
- Resident Care and Support Services
- Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: General Requirements for Programs

NC#001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1

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Non-compliance with: O. Reg. 246/22 s. 53(1)(4)

The licensee has failed to ensure the registered staff completed a pain assessment for a resident.

In accordance with O. Reg 246/22 s. 11(1)(b) the licensee shall ensure their pain program includes a process to identify and manage pain, and that this program was implemented.

Specifically, the licensee did not comply with the home's Pain Management Program, which directed registered staff to complete a comprehensive pain assessment when there was a significant change in their health status.

A complaint was submitted to the Ministry of Long Term Care (MLTC) regarding a resident's pain management.

A resident had a change in their health status and was diagnosed with an end stage medical condition. They required pain medication regularly to manage a new onset of pain.

A pain assessment was not completed when the resident was identified with a significant change of status.

Failure to complete a pain assessment may have caused the resident to have further discomfort and unrelieved pain.

Sources: a resident's progress notes, Medication Administration Record (MAR), the home's Pain Management Program, and interviews with staff. [606] [000687]



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**Inspection Report Under the
Fixing Long-Term Care Act, 2021**

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