



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

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

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**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité**

**Public Copy/Copie du public**

| <b>Report Date(s) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>Registre no</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|--------------------------------|--|
| Jan 16, 2013                                   | 2013_178102_0004                              | 000017-13                      | Complaint  |

**Licensee/Titulaire de permis**

CHARTWELL MASTER CARE LP  
100 Milverton Drive, Suite 700, MISSISSAUGA, ON, L5R-4H1

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

BALLYCLIFFE LODGE NURSING HOME  
70 STATION STREET, AJAX, ON, L1S-1R9

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

WENDY BERRY (102)

**Inspection Summary/Résumé de l'inspection**



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): January 10 and 11, 2013.

Cross reference Follow Up inspection report log # 001907-12 conducted concurrently with this inspection on January 10 and 11, 2013.

During the course of the inspection, the inspector(s) spoke with the Administrator; Environmental Services Manager; Chartwell Environmental Consultant; Chartwell Project Manager; registered and non registered nursing staff; staff of various departments in the home; several residents; several visitors; and a Durham Public Health Inspector.

During the course of the inspection, the inspector(s) toured 3 floors of resident care and a section of the basement; reviewed documentation related to the heating, ventilation and air conditioning (HVAC) systems; reviewed operation of the HVAC system; reviewed contractor's records; reviewed pieces of the preventative maintenance program; reviewed Resident Council meeting minutes; reviewed various consultants' reports related to the structure.

The following Inspection Protocols were used during this inspection:  
Accommodation Services - Maintenance  
Safe and Secure Home

There are no findings of Non-Compliance as a result of this inspection.

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

| 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   |



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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.

Issued on this 16th day of January, 2013

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