

**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**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 22, 2021	2021_773155_0006	003965-21	Critical Incident System

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**Licensee/Titulaire de permis**

Bay Haven Nursing Home Incorporated  
499 Hume Street Collingwood ON L9Y 4H8

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

Bay Haven Nursing Home  
499 Hume Street Collingwood ON L9Y 4H8

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

SHARON PERRY (155)

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

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**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, 16, 17 and 18, 2021.**

**The following intake was completed in this critical incident system inspection: Log 003965-21 related to a fall resulting in an injury for which the resident was taken to hospital and resulted in a significant change in the resident's health status.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Nursing, Clinical Resource Nurse, Nurse Practitioner, Recreation Manager, Clinical Nurse Manager, Maintenance Worker, Controller, Accounting and Human Resources Assistant, Dietary Manager, Cook, Registered Nurse, Registered Practical Nurse, Personal Support Workers, and residents.**

**During the course of the inspection, the inspector observed resident and staff interactions, and reviewed clinical health records, relevant home policies and procedures, and other pertinent documents.**

**This inspection was done concurrently with complaint inspection 2021\_773155\_0007.**

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

**Falls Prevention**

**Infection Prevention and Control**

**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**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 22nd day of March, 2021**

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

**Original report signed by the inspector.**