

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Original Public Report

Report Issue Date: August 20, 2024

Inspection Number: 2024-1530-0002

Inspection Type:

Complaint
Critical Incident

Licensee: Board of Management for the District of Parry Sound West

Long Term Care Home and City: Belvedere Heights, Parry Sound

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 12-15, 2024

The following intake(s) were inspected:

- Two intakes related to alleged financial abuse of multiple residents by staff
- One intake related to improper/incompetent care of a resident
- One complaint intake related to improper care of a resident.

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

Resident Care and Support Services
Infection Prevention and Control
Safe and Secure Home
Prevention of Abuse and Neglect

INSPECTION RESULTS

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WRITTEN NOTIFICATION: Training and Orientation

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

Non-compliance with: O. Reg. 246/22, s. 261 (2) 1.

Additional training — direct care staff

s. 261 (2) The licensee shall ensure that all staff who provide direct care to residents receive the training provided for in subsection 82 (7) of the Act based on the following:

1. Subject to paragraph 2, the staff must receive annual training in all the areas required under subsection 82 (7) of the Act.

The licensee failed to ensure that all staff who provide direct care to residents receive annual training in all the areas required under subsection 82 (7) of the Act.

Rationale and Summary

During a review of the home's training records for annual Abuse and Neglect training it was noted that there were 4 staff who had not completed their annual training for 2023.

The licensee's policy "Prevention of Abuse and Neglect Zero Tolerance, Policy Number: PER-2300, last revised May 2023", which stated "Employees of Belvedere Heights will be in orientated at the time of hire and then annually inserviced on the Abuse Policy"

The Administrator was interviewed and confirmed that not all staff completed their annual abuse training for 2023.

This is low risk to the residents, as all staff have had previous training on Abuse and neglect.

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Sources: Surge learning report for 2023 Abuse and Neglect training, the licensee's policy "Prevention of Abuse and Neglect Zero Tolerance, Policy Number: PER-2300, last revised May 2023, and Administrator interview.



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

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