



**Inspection Report
under the Long-Term
Care Homes Act, 2007**

**Rapport d'inspection
prévue le Loi de 2007
les foyers de soins de
longue durée**

Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

**Ministère de la Santé et des Soins de
longue durée**

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
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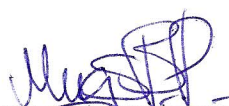
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Date(s) of inspection/Date de l'inspection May 3, 4, 5, & 6, 2011	Inspection No/ d'inspection 2011_106_2620_02May134110	Type of Inspection/Genre d'inspection Critical Incident Log# S-00857 & S-01037
Licensee/Titulaire Revera Long Term Care Inc. 55 Standish Court, 8 th Floor Mississauga, ON, L5R 4B2		
Long-Term Care Home/Foyer de soins de longue durée Birchwood Terrace 237 Lakeview Drive, R.R.#1, Kenora, ON, P9N 4J7		
Name of Inspector(s)/Nom de l'inspecteur(s) Margot Burns-Prouty (106)		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct a Critical Incident inspection. During the course of the inspection, the inspector spoke with: Residents, the Administrator, Environmental Services Manager, Falls Coordinator, Registered Nursing Staff (RN and RPN), Personal Support Workers (PSW) and the Cook. During the course of the inspection, the inspector(s): Conducted a walk-through of all resident home areas and various common areas, observed care provided to residents in the facility, reviewed electronic plan of care, reviewed written plans of care, reviewed progress notes, and interviewed staff members The following Inspection Protocols were used in: • Safe and Secure Home • Falls Prevention ☒ Findings of Non-Compliance were found during this inspection. The following action was taken: 1 WN		

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions WN – Written Notifications/Avis écrit VPC – Voluntary Plan of Correction/Plan de redressement volontaire DR – Director Referral/Régisseur envoyé CO – Compliance Order/Ordres de conformité WAO – Work and Activity Order/Ordres: travaux et activités	
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA. Non-compliance with requirements under the <i>Long-Term Care Homes Act, 2007</i> (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.)	Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée. Non-respect avec les exigences sur le <i>Loi de 2007 les foyers de soins de longue durée</i> à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.
WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s. 3(1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted: 5. Every resident has the right to live in a safe and clean environment.	
Findings: 1. On January 12, 2011, a ceiling tile saturated with water, caused by the malfunction of an internal gasket in the SIR pump, fell from the ceiling and hit a resident in the head, the licensee failed to ensure that the rights of a resident to live in a safe environment were fully respected and promoted.	
Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. 
Title:	Date:
Date of Report: (if different from date(s) of inspection). July 20, 2011	