



Ministry of Health and  
Long-Term Care

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

Ministère de la Santé et des  
Soins de longue durée

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

Ottawa Service Area Office  
347 Preston St, 4th Floor  
OTTAWA, ON, K1S-3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347, rue Preston, 4<sup>ième</sup> étage  
OTTAWA, ON, K1S-3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

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

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 22, 2014	2014_178102_0011	001113-13 AND 000213 -14	Follow up

#### 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

BON AIR RESIDENCE  
131 Laidlaw Street South, Cannington, ON, L0E-1E0

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

WENDY BERRY (102)

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



**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**

**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): February 28 and April 08, 2014.**

**The follow up inspection was related to the resident staff communication and response system. A critical incident inspection (log 000213-14) related to a remediation project was also conducted on April 08/14. A project plan related to the remediation project was submitted to the MOH&LTC following the inspection.**

**3 LED display boards for the resident staff communication and response system have been ordered and are to be installed during the 1st week of May 2014.**

**During the course of the inspection, the inspector(s) spoke with the former Administrator; the ADOC; registered and non registered nursing staff; the Office Manager; 2 Corporate Chartwell Consultants; several residents.**

**During the course of the inspection, the inspector(s) checked the resident staff communication and response system; reviewed specifications; toured the home; checked door security on a stairway door.**

**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**

<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>Legendé</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>

**THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/  
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT CONFORME AUX EXIGENCES:**

**COMPLIED NON-COMPLIANCE/ORDER(S)  
REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS:**



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

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / NO DE L'INSPECTION	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 s. 17.	WN	2013_178102_0010	102
O.Reg 79/10 s. 17.	WN	2013_178102_0023	102
O.Reg 79/10 s. 17. (1)	CO #001	2013_178102_0023	102
O.Reg 79/10 s. 9.	WN	2013_178102_0023	102
O.Reg 79/10 s. 9.	WN	2013_178102_0010	102

Issued on this 22nd day of April, 2014

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

WENDY BERRY