



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

**Rapport d'inspection
prévues 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

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4

**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
conformité

Telephone: 613-569-5602
Facsimile: 613-569-9670

Téléphone: 613-569-5602
Télécopieur: 613-569-9670

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
November 16, 2010	2010_133_9506_16Nov133914	Complaint (Log 0-001901)

Licensee/Titulaire

County of Renfrew
9 International Drive
Pembroke, Ontario
K8A 6W5
Fax: 613-735-7590

Mailing address:
470 Albert Street
Renfrew, Ontario
K7V 4L5

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

Bonnechere Manor
470 Albert Street
Renfrew, ON
K7V 4L5
Fax: (613) 432-7138

Administrator: Shayne Hoelke

Name of Inspector(s)/Nom de l'inspecteur(s)

Jessica Lapensee (#133)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to the outbreak control measures put in place during the Home's respiratory outbreak (# 2257-2010-037) which spanned from September 7th 2010 to October 3rd, 2010.

During the course of the inspection, the inspector spoke with the Administrator, the Director of Care, the Environmental Services Supervisor, the Client/ Outreach Program Supervisor, the Recreation Programmer, a Recreologist, a front desk receptionist and nursing staff in the HM1 unit.

During the course of the inspection, the inspector reviewed a resident's health care record, activity participation records and attendance records for physiotherapy for September and October 2010.

The following Inspection Protocol was used during this inspection:
Recreation and Social Activities Inspection Protocol

Findings of Non-Compliance were found during this inspection. The following action was taken:
2 WN
1 VPC

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 *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.)

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 *Loi de 2007 les foyers de soins de longue durée* 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)(14). Every resident has the right to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.

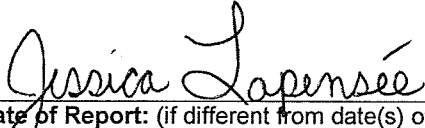
Findings:

- 1) During outbreak # 2257-2010-037, a resident was prohibited from receiving visitors of his or her choice by virtue of the visitation restrictions imposed by the licensee which dictated that a visitor could visit with only one resident while at Bonnechere Manor. In the case of this complaint inspection, a visitor has two residents they normally visit with while at Bonnechere Manor.



Inspector ID #: Jessica Lapensee, #133	
Additional Required Actions:	
VPC - pursuant to the <i>Long-Term Care Homes Act, 2007</i> , S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for ensuring that the rights of all residents to receive visitors of their choice is complied with at all times, to be implemented voluntarily.	

WN #2: The licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s6 (7). The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c.8, s.6 (7).	
Findings:	
<ol style="list-style-type: none"> 1) A resident's plan of care indicates they are to be provided with a particular group activity/therapy 3 times per week for 30 minutes. This therapy was not available to the resident between September 7, 2010 and October 3, 2010, during which time there was an outbreak of respiratory illness at Bonnechere Manor (# 2257-2010-037). The licensee cancelled all group activities/therapies during this time in the name of outbreak control. 2) The resident resides in unit HMI at Bonnechere Manor. When the outbreak was declared active by the local public health unit on September 7, 2010 there were 9 symptomatic residents in the unit. As of September 13, 2010, there were no symptomatic residents in the unit however group activities/therapies remained discontinued for the resident and all other residents who live on that unit until the outbreak was declared over on October 3rd 2010. 	
Inspector ID #: Jessica Lapensee, #133	

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). March 22, 2011 JL	