

Ministry of Long-Term Care Long-Term Care Operations Division Long-Term Care Inspections Branch Hamilton Service Area Office 119 King Street West, 11th Floor Hamilton ON L8P 4Y7 Telephone: 1-800-461-7137 HamiltonSAO.moh@ontario.ca

Original Public Report

Report Issue Date	July 25, 2022						
Inspection Number	2022_1384_0001						
Inspection Type							
☐ Critical Incident Syst	em ⊠ Complaint		□ Director Order Follow-up				
☐ Proactive Inspection	□ SAO Initiated		□ Post-occupancy				
□ Other							
Licensee Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as General Partner Long-Term Care Home and City Chartwell Brant Centre Long Term Care Residence, Burlington							
Lead Inspector Melody Gray (123)			Inspector Digital Signature				
Additional Inspector(s) Yvonne Walton (169) Poala Carla Meyer (740680)							

INSPECTION SUMMARY

The inspection occurred on the following date(s): June 15, 16, 17, 20, 21, 22, 24 & 27, 2022

The following intake(s) were inspected:

- Intake: # 017152-21 (Complaint) related to personal support services, plan of care and maintenance issues.
- Intake: 017537-21 Follow-up to Compliance Order (CO) #001 issued on October 29, 2021 under inspection report # 2021_926267_0004 / 000653-21, 007684-21, 007800-21, 009007-21, 016189-21 related to Ontario Regulation (O. Reg.) 79/10, s. 229. (4) (Infection Prevention and Control) with a compliance due date of November 29, 2021.

Previously Issued Compliance Order(s)

The following previously issued Compliance Order(s) were found to be in compliance.

Legislative Refer	ence	Inspection #	Order #	Inspector (ID) who complied the order
O. Reg. 79/10	229.(4)	2021_926267_0004 / 000653-21, 007684-21, 007800- 21, 009007-21, 016189-21	001	Melody Gray (123)



Inspection Report under the Fixing Long-Term Care Act, 2021

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

- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control (IPAC)
- Resident Care and Support Services
- Safe and Secure Home
- Staffing, Training and Care Standards

INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were *no findings of non-compliance*.