



**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

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

Bureau régional de services d'Ottawa  
347, rue Preston, 4<sup>ième</sup> 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  
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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> November 17, 18, 2010	<b>Inspection No/ d'inspection</b> 2010 161 1160 17Nov113847	<b>Type of Inspection/Genre d'inspection</b> Complaint (Log # O-002233)
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**Licensee/Titulaire**  
Caessant Care Nursing and Retirement Homes Limited  
264 Norwich Avenue  
Woodstock, ON N4S 3V9  
Fax: 519-539-9601

**Long-Term Care Home/Foyer de soins de longue durée**  
Caessant Care Bourget  
2279 Laval Street  
PO. Box 99  
Bourget, ON K0J 1E0

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Kathleen Smid (# 161)

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a Complaint inspection regarding the care and services provided to residents.

During the course of the inspection, the inspector spoke with the home's Administrator, the Director of Care and three residents.

During the course of the inspection, the inspector reviewed the health care records of three residents.

The following Inspection Protocols were used in part or in whole during this inspection:  
Sufficient Staffing Inspection

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

1 WN  
1 CO: CO # 001



**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 LTCH, 2007 S.O. 2007 c.8, s.8(3) Every licensee of a long-term care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations.

**Findings:**

1. A review of the home's Nursing Staffing Schedule from November 1, 2010 – November 13, 2010 indicated that there was not a registered nurse on duty and present in the home for 25 shifts.
2. The home's back-up plan for nursing and personal care staffing failed to ensure compliance.

**Inspector ID #:** 161

**CO # - 001** will be served on the licensee. Refer to the "Order(s) of the Inspector" form.

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.

*Kathleen Inid*

**Title:** **Date:**

**Date of Report:** (if different from date(s) of inspection).

*November 23, 2010*



## Order(s) of the Inspector

Pursuant to section 153 and/or section 154 of the  
*Long-Term Care Homes Act, 2007, S.O. 2007, c.8*

	<input type="checkbox"/> Licensee Copy/Copie du Titulaire	<input checked="" type="checkbox"/> Public Copy/Copie Public
<b>Name of Inspector:</b>	Kathleen Smid	<b>Inspector ID #</b> 161
<b>Log #:</b>	O-002233	
<b>Inspection Report #:</b>	2010_161_1160_17Nov113847	
<b>Type of Inspection:</b>	Complaint Inspection	
<b>Date of Inspection:</b>	November 17, 18, 2010	
<b>Licensee:</b>	Caressant Care Nursing and Retirement Homes Limited 264 Norwich Avenue Woodstock, ON N4S 3V9 Fax: 519-539-9601	
<b>LTC Home:</b>	Caressant Care Bourget	
<b>Name of Administrator:</b>	Gerry Miller	

To Caressant Care Nursing and Retirement Homes Limited, you are hereby required to comply with the following order(s) by the date(s) set out below:

<b>Order #:</b>	001	<b>Order Type:</b>	Compliance Order, Section 153 (1)(a)
<b>Pursuant to:</b> LTCH, 2007 S.O. 2007 c.8, s.8(3) Every licensee of a long-tem care home shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations.			
<b>Order:</b> The licensee shall ensure that at least one registered nurse who is both an employee of the licensee and a member of the regular nursing staff of the home is on duty and present in the home at all times, except as provided for in the regulations to achieve compliance. The plan is to be submitted to Inspector: Kathleen Smid, 347 Preston Street, 4 <sup>th</sup> Floor, Ottawa ON K1S 3J4, Fax 613-569-9670.			
<b>Grounds:</b> 1. A review of the home's Nursing Staffing Schedule from November 1, 2010 – November 13, 2010 indicated that there was not a registered nurse on duty and present in the home for 25 shifts.			
<b>This order must be complied with by:</b>		Immediately	



**REVIEW/APPEAL INFORMATION**

TAKE NOTICE:

The Licensee has the right to request a review by the Director of this (these) Order(s) and to request that the Director stay this(these) Order(s) in accordance with section 163 of the *Long-Term Care Homes Act, 2007*.

The request for review by the Director must be made in writing and be served on the Director within 28 days from the day the order was served on the Licensee.

The written request for review must include,

- (a) the portions of the order in respect of which the review is requested;
- (b) any submissions that the Licensee wishes the Director to consider; and
- (c) an address for service for the Licensee.

The written request for review must be served personally, by registered mail or by fax upon:

**Director**  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
Ministry of Health and Long-Term Care  
55 St. Clair Ave. West  
Suite 800, 8<sup>th</sup> floor  
Toronto, ON M4V 2Y2  
Fax: 416-327-7603

When service is made by registered mail, it is deemed to be made on the fifth day after the day of mailing and when service is made by fax, it is deemed to be made on the first business day after the day the fax is sent. If the Licensee is not served with written notice of the Director's decision within 28 days of receipt of the Licensee's request for review, this(these) Order(s) is(are) deemed to be confirmed by the Director and the Licensee is deemed to have been served with a copy of that decision on the expiry of the 28 day period.

The Licensee has the right to appeal the Director's decision on a request for review of an Inspector's Order(s) to the Health Services Appeal and Review Board (HSARB) in accordance with section 164 of the *Long-Term Care Homes Act, 2007*. The HSARB is an independent group of members not connected with the Ministry. They are appointed by legislation to review matters concerning health care services. If the Licensee decides to request a hearing, the Licensee must, with 28 days of being served with the notice of the Director's decision, mail or deliver a written notice of appeal to both:

**Health Services Appeal and Review Board and the**  
Attention Registrar  
151 Bloor Street West  
9th Floor  
Toronto, ON  
M5S 2T5

**Director**  
c/o Appeals Clerk  
Performance Improvement and Compliance Branch  
55 St. Claire Avenue, West  
Suite 800, 8<sup>th</sup> Floor  
Toronto, ON M4V 2Y2

Fax: 416-327-7603

Upon receipt, the HSARB will acknowledge your notice of appeal and will provide instructions regarding the appeal process. The Licensee may learn more about the HSARB on the website [www.hsarb.on.ca](http://www.hsarb.on.ca).

Issued on this 23 day of November, 2010.	
Signature of Inspector:	<i>Kathleen Smid</i>
Name of Inspector:	Kathleen Smid
Service Area Office:	Ottawa Service Area Office