



**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 prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

Central West Service Area Office  
1st Floor, 609 Kumpf Drive  
WATERLOO ON N2V 1K8  
Telephone: (888) 432-7901  
Facsimile: (519) 885-2015

Bureau régional de services de Centre  
Ouest  
1e étage 609 rue Kumpf  
WATERLOO ON N2V 1K8  
Téléphone: (888) 432-7901  
Télécopieur: (519) 885-2015

## **Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 15, 2019	2019_791739_0010	004408-18, 009259-18, 009346-18, 012234-18, 016763-18, 025348-18, 030111-18, 030311-18, 001121-19	Critical Incident System

### **Licensee/Titulaire de permis**

Caressant-Care Nursing and Retirement Homes Limited  
264 Norwich Avenue WOODSTOCK ON N4S 3V9

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

Caressant Care Harriston  
24 Louise Street P.O. Box 520 HARRISTON ON N0G 1Z0

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

JULIE DALESSANDRO (739), CHRISTINA LEGOUFFE (730), DEBRA CHURCHER (670)

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



**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): April 9, 10, 11, and 12, 2019.**

**The following intakes were completed in this Critical Incident System Inspection:**

**Related to falls prevention:**

**Log #009259-18/ CIS #2595-000009-18**

**Log #001121-19/ CIS #2595-000003-19**

**Log #009346-18/ CIS #2595-000010-18**

**Log #016763-18/ CIS #2595-000013-18**

**Log #025348-18/ CIS #2595-000017-18**

**Related to prevention of abuse and neglect:**

**Log #030111-18/ CIS #2595-000022-18**

**Log #030311-18/ CIS #2595-000024-18**

**Related to infection prevention and control:**

**Log #012243-18/ CIS #2595-000011-18**

**Related to missing controlled substance:**

**Log #004408-18/ CIS #2595-000002-18**

**During the course of the inspection, the inspector(s) spoke with Housekeeper(s), Personal Support Worker(s), Registered Practical Nurse(s), Behaviour Support Ontario Registered Practical Nurse, Resident Care Coordinator, Registered Nurse (s), and Director of Nursing.**

**During the course of this inspection the inspector(s) also spoke with residents, made observations of staff and resident interactions, observed resident rooms, and reviewed clinical records and plans of care for identified residents.**

**The following Inspection Protocols were used during this 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 prévue  
sous *la Loi de 2007 sur les foyers  
de soins de longue durée***

**Falls Prevention  
Infection Prevention and Control  
Medication  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Légende
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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 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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 15th day of April, 2019

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



**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 prévue  
sous *la Loi de 2007 sur les foyers  
de soins de longue durée***

**Original report signed by the inspector.**