



**Ministry of Health and Long-Term Care**

Health System Accountability and Performance Division  
 Performance Improvement and Compliance Branch

**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

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<b>Inspection Report under the LTC Homes Act, 2007</b> <input checked="" type="checkbox"/> Public Copy <input type="checkbox"/> Licensee Copy		<b>Rapport d'inspection prevue de le Loi de 2007 les foyers de soins de longue durée</b> <input type="checkbox"/> Copie du Titulaire <input type="checkbox"/> Copie de la Publique	
<b>Date(s) of inspection/Date de l'inspection</b> August 5, 2010		<b>Inspection No/ d'inspection</b> 2010-145-2730-05Aug094543	<b>Type of Inspection/Genre d'inspection</b> Critical Incident -2730-000041-10
<b>Licensee/Titulaire</b> Caressant Care Nursing and Retirement Homes Limited 264 Norwich Ave. Woodstock, ON N4S 3V9			
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Caressant Care on Bonnie Place 15 Bonnie Place St. Thomas, Ontario N5R 5J6			
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Karin Mussart (ID# 145); Marian MacDonald (ID#137)			
<b>Inspection Summary/Sommaire d'inspection</b>			
<p>The purpose of this inspection was to conduct a Critical Incidence inspection</p> <p>The inspection was conducted by the two (2) inspector(s) identified above.</p> <p>The inspection occurred on August 5, 2010 with the two (2) inspector(s) being present on that day.</p> <p>During the course of the inspection, the inspector(s) spoke with: Members of the Management team including the Administrator; Environmental Services Manager; the Corporate Representative; and the Resident involved in the Critical Incident.</p> <p>The following Inspection Protocols were used in part or in whole during this inspection:          Safe and Secure Home</p> <p>1 Findings of Non-Compliance were found during this inspection. The following action was taken:          1 WN</p>			

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 constitue un avis d'écrit de l'exigences 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.

**NON- COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

WN – Written Notifications/Avis écrit  
VPC – Plan of correction/Plan de redressement  
DR – Director Referral/Régisseur envoyé  
CO – Compliance Order/Ordres de conformité  
WAO – Work and Activity Order/Ordres: travaux et activités

**WN#1: The Licensee has failed to comply with: O. Regulation 79/10 s. 230 (8)  
The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to emergencies.**

**Findings:**

1. Arrangements with community agencies and partner facilities is not current within the Emergency Plan.

Inspector ID#: 145/137

Required Compliance Date: October 1, 2010

Signature of Licensee or Designated Representative  
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).  
August 12, 2010