



**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 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**

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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Aug 1, 2018	2018_536537_0021	012984-18, 012987-18	Follow up

Licensee/Titulaire de permis

Copper Terrace Limited
284 Central Avenue LONDON ON N6B 2C8

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

Copper Terrace
91 Tecumseh Road CHATHAM ON N7M 1B3

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

NANCY SINCLAIR (537), AMIE GIBBS-WARD (630)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): July 26, 27 and 30, 2018

The following intakes were completed within this inspection:

Follow up Inspection:

Log #012984-18/CO #001

Log #012987-18/CO #002

The following intakes were inspected at the same time as this follow up inspection and can be found in a separate report(s):

Complaint Inspection #2108_536537_0019

Regarding staffing at the home:

Log #018742-18/IL-58330-LO

Log #018750-18/IL-58338-LO

Log #016343-18/IL-57754-LO

Log #015276-18/IL-57573-LO

Log #018408-18/IL-58236-LO

Critical Incident inspection #2018-536537_0020

Log #014413-18

During the course of the inspection, the inspector(s) spoke with the Vice President of Operations (VP Operations), Administrator, Director of Clinical Services, Assistant Director of Care (ADOC), Maintenance Supervisor, one Registered Nurse (RN), two Registered Practical Nurses (RPN), three Personal Support Workers (PSW), one Housekeeping staff, families and residents

The inspector(s) also observed residents and the care provided to them, meal service, reviewed health care records and plans of care for identified residents, reviewed policies and procedures of the home, staffing plans and evaluation of the staffing plan.

**The following Inspection Protocols were used during this inspection:
Prevention of Abuse, Neglect and Retaliation**



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)

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2018_563670_0005		630
LTCHA, 2007 S.O. 2007, c.8 s. 20. (1)	CO #002	2018_563670_0005		630



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Legendé
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 27th day of August, 2018

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

Original report signed by the inspector.