

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007****Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée****Long-Term Care Operations Division  
Long-Term Care Inspections Branch****Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**London Service Area Office  
130 Dufferin Avenue 4th floor  
LONDON ON N6A 5R2  
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| <b>Report Date(s) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>No de registre</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|------------------------------------------------|-----------------------------------------------|-----------------------------------|----------------------------------------------------|
| Aug 24, 2020                                   | 2020_722630_0015                              | 002721-20, 002790-20              | Follow up                                          |

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**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**

AMIE GIBBS-WARD (630)

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

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

**This inspection was conducted on the following date(s): August 19, 20 and 21, 2020.**

**The following Follow-up intakes were completed within this inspection:**

**Log #002721-20 for Compliance Order (CO) #001 from Inspection**

**##2020\_722630\_0004 (A1) related to maintenance and housekeeping;**

**Log #002790-20 for CO#001 from Inspection #2020\_722630\_0005 (A1) related to the home's policies for recreational and medicinal cannabis.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Clinical Services, an Associate Director of Care, the Director of Environmental Services, the Director of Culinary Services, Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Housekeepers and residents.**

**The inspector also observed resident rooms and common areas, observed residents and the care provided to them, reviewed health care records and plans of care for identified residents, reviewed policies and procedures of the home, reviewed various meeting minutes, reviewed written records of staff training and also reviewed the home's compliance plan.**

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

**Accommodation Services - Housekeeping**

**Accommodation Services - Maintenance**

**Medication**

**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)**

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**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:**

| <b>REQUIREMENT/<br/>EXIGENCE</b>         | <b>TYPE OF ACTION/<br/>GENRE DE MESURE</b> | <b>INSPECTION # /<br/>DE L'INSPECTION</b> | <b>NO</b> | <b>INSPECTOR ID #/<br/>NO DE L'INSPECTEUR</b> |
|------------------------------------------|--------------------------------------------|-------------------------------------------|-----------|-----------------------------------------------|
| LTCHA, 2007 S.O.<br>2007, c.8 s. 15. (2) | CO #001                                    | 2020_722630_0004                          |           | 630                                           |
| O.Reg 79/10 s. 8.<br>(1)                 | CO #001                                    | 2020_722630_0005                          |           | 630                                           |

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

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

**Issued on this 24th day of August, 2020**

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

**Original report signed by the inspector.**