

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**London District**

130 Dufferin Avenue, 4th Floor  
London, ON, N6A 5R2  
Telephone: (800) 663-3775

## Public Report

**Report Issue Date:** August 12, 2025

**Inspection Number:** 2025-1034-0005

**Inspection Type:**  
Complaint

**Licensee:** Copper Terrace Limited

**Long Term Care Home and City:** Copper Terrace, Chatham

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 6-8, 11, 12, 2025

The following intake(s) were inspected:

- Intake #00152266 relating to a complaint regarding communication and assessments.

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

Skin and Wound Prevention and Management  
Resident Care and Support Services  
Medication Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Duty of Licensee to Comply with Plan

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NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: FLTCA, 2021, s. 6 (7)**

Plan of care

s. 6 (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan.

The licensee failed to ensure that the Advanced Directives set out in a resident's plan of care, indicating that the resident's family would be notified of a change in the resident's condition, were provided to the resident as specified.

A resident experienced a change in condition overnight and the resident's family was not made aware until the morning.

**Sources:** A resident's progress notes and plan of care, interview with a staff member.

## WRITTEN NOTIFICATION: Required Programs

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 53 (1) 2.**

Required programs

s. 53 (1) Every licensee of a long-term care home shall ensure that the following interdisciplinary programs are developed and implemented in the home:

2. A skin and wound care program to promote skin integrity, prevent the development of wounds and pressure injuries, and provide effective skin and wound care interventions.

The licensee failed to ensure that a referral was sent to the Registered Dietician for a resident's skin integrity concern when they were first assessed.

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In accordance with O. Reg 246/22, s. 11 (1) (b), the licensee is required to ensure that written policies developed to reduce the risk of harm are complied with.

According to the LTC home's policy titled, Skin and Wound Care, the resident required a referral to the Registered Dietician for the skin concern.

**Sources:** A resident's clinical records, Skin and Wound Care policy, interview with a staff member.

## **WRITTEN NOTIFICATION: Administration of drugs**

NC #003 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 140 (2)**

Administration of drugs

s. 140 (2) The licensee shall ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber. O. Reg. 246/22, s. 140 (2).

The licensee failed to ensure that a resident received a drug in accordance with the directions for use specified by the prescriber. A resident was given a medication for an indication that was not prescribed for in the medication administration record.

**Sources:** A resident's progress notes, electronic medication administration record (MAR), Medical Directive Policy, and interview with a staff member.

## **WRITTEN NOTIFICATION: Resident records**

NC #004 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 274 (b)**

Resident records

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s. 274. Every licensee of a long-term care home shall ensure that,  
(b) the resident's written record is kept up to date at all times.

The licensee failed to ensure that the resident's records were kept up to date at all times. A resident was assessed to have abnormal findings and a staff member stated the family was called for this. The staff member did not record the entirety of the communication with the family or the assessment in the resident's plan of care.

**Sources:** A resident's progress notes, weights and vitals tab in Point Click Care, interview with a staff member.