



**Inspection Report
under the Long-Term
Care Homes Act, 2007**

**Rapport d'inspection
prevue le Loi de 2007
les foyers de soins de
longue durée**

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date of inspection/Date de l'inspection 05 April 2011	Inspection No/ d'inspection 2011_127_2587_05Apr101409	Type of Inspection/Genre d'inspection Critical Incident # H-00237
Licensee/Titulaire 955464 Ontario Limited, 3700 Billings Court, Burlington ON L7N 3N6		
Long-Term Care Home/Foyer de soins de longue durée Crescent Park Lodge, 4 Hagey Avenue, Fort Erie ON L2A 5M5		
Name of Inspector(s)/Nom de l'inspecteur(s) Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127		
Inspection Summary / Sommaire d'inspection		
<p>The purpose of this inspection was to conduct a critical incident inspection</p> <p>During the course of the inspection, the inspector spoke with the administrator and director of care.</p> <p>During the course of the inspection, the inspector reviewed management's investigation files of the incident.</p> <p>The following Inspection Protocols were used during this inspection:</p> <ul style="list-style-type: none"> Prevention of Abuse, Neglect & Retaliation <p>Findings of non-compliance were found during this inspection. The following action was taken:</p> <p>1 WN</p>		

NON-COMPLIANCE / Non-respectés
Definitions/Définitions

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

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 constituer un avis d'écrit de l'exigences prevue 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 prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s. 19 (1):

Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

Findings:

On 05 April 2011, the inspector confirmed the following information:

An incident of verbal abuse occurred involving a resident and an employee of the home. The resident had been incontinent of bowel and the employee made comments which were indignant and disrespectful. Signed statements from other staff indicated they overheard this employee being verbally abusive towards the resident. This employee attended in-services on Gentle Persuasive Approaches and abuse training and had signed the Staff Annual Re-Affirmation Statement on abuse/neglect.

Signature of Licensee or Representative of Licensee
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.



Report revised for the purpose of publication – October
27, 2011

Title:

Date:

Date of Report (if different from date(s) of inspection).