



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 prévue  
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

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Apr 25, 2019	2019_750539_0005	022214-18, 022278- 18, 032398-18	Complaint

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### Licensee/Titulaire de permis

Corporation of the County of Dufferin  
151 Centre Street SHELBURNE ON L9V 3R7

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

Dufferin Oaks  
151 Centre Street SHELBURNE ON L9V 3R7

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

VALERIE GOLDRUP (539)

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## Inspection Summary/Résumé de l'inspection



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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): April 15-18, 2019.**

**The following intakes were completed in this Complaint inspection:**

**Log # 022214-18, IL-59216-CW / IL-59521-CW and Log # 022278-18, IL-59226-CW / IL-59339-CW / IL-59435-CW / IL-59434-CW related to two Complaints regarding the provision of resident care.**

**Log #032398-18 related to a Complaint letter received by the home and their response to the Complainant submitted to the Ministry of Health and Long Term Care ( MOHLTC).**

**During the course of the inspection the inspector toured the home and observed resident care, services and activities. Clinical records and plans of care for identified residents were reviewed. Also, relevant documents were reviewed including but not limited to the home's documentation and procedures as related to the inspection.**

**A Critical Incident inspection # 2019\_729615\_0021 was conducted in conjunction with this inspection.**

**During the course of the inspection, the inspector(s) spoke with with the Administrator, the Director of Care, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers, and residents.**

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

**Critical Incident Response**

**Personal Support Services**

**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)**



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

Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

Légende

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).

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 25th day of April, 2019**

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

**Original report signed by the inspector.**