



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

**Rapport d'inspection
prévue 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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Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Licensee Copy/Copie du Titulaire Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection August 11 and 12, 2010	Inspection No/ d'inspection 2010_147_2884_11Aug141748	Type of Inspection/Genre d'inspection Critical Incident – H-00398
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Licensee/Titulaire
Extendicare (Canada) Inc.
3000 Steeles Avenue East
Suite 700
Markham, ON
L3R 9W2

Long-Term Care Home/Foyer de soins de longue durée
Extendicare Mississauga
855 John Watts Boulevard
Mississauga, ON
L5W 1G2

Name of Inspector
Laleh Newell - #147

Inspection Summary/Sommaire d'Inspection

The purpose of this inspection was to conduct a Critical Incident inspection related to an allegation of staff to resident abuse.

During the course of the inspection, the inspector spoke with:

- Administrator, Director of Care, Assistance Director of Care and the Resident

During the course of the inspection, the inspector:

- Reviewed the resident's clinical chart, personnel file for staff involved in the incident. Licensee's Abuse and Neglect Policy, the internal investigation and incident report.

The following Inspection Protocols were used this inspection:

Prevention of abuse and Neglect

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN

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'exigence prévue 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 prévue 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 24(1)2 -A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director: Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

Findings:

1. An incident of physical abuse towards an identified resident occurred in 2010, and was not reported by the licensee to the director until 2010.

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<p>WN #2: The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c. 8, s 20(1) Without in any way restricting the generality of the duty provided for in section 19, every licensee shall ensure that there is in place a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.</p>	
<p>Findings:</p> <ol style="list-style-type: none"> 1. According to the licensee's written policy related to Staff to Resident Abuse, the home did not comply with completing an incident report related to an incident of physical abuse that occurred in 2010 towards and identified resident by a staff member. 	
<p>Inspector ID #:</p>	<p>147</p>

<p>Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné</p>	<p>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.</p> <p><i>Revised for the purpose of publication.</i></p> <p><i>Home signed Aug 27/11 for H. Newell</i></p>
<p>Title:</p>	<p>Date:</p>
<p>Date of Report: (if different from date(s) of inspection).</p>	