



**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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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> June 7, 8, 9, 14, 2011	<b>Inspection No/ d'inspection</b> 2011_162_2556_07Jun110109	<b>Type of Inspection/Genre d'inspection</b> Critical Incident 2556-000006-11 T-360
<b>Licensee/Titulaire</b> Chartwell Masters Care LP 100 Milverton Drive, Suite 700, Mississauga, Ontario, L5R 4H1		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> The Gibson Long Term Care Centre 1925 Steeles Avenue East, North York, Ontario M2H 2H3		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Tiina Tralman 162		

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a critical incident inspection.

During the course of the inspection, the inspector(s) spoke with: Administrator, Director of Resident Service, Director of Clinical Services, Social Worker, Registered Staff, Personal Support Workers.

During the course of the inspection, the inspector:

- Conducted a walk through of resident home areas and common areas
- Reviewed health care record
- Reviewed the home's Abuse Prevention Program and policies and procedures
- Reviewed inservice education program provided to staff related to Licensee policies

The following Inspection Protocols were used in part or in whole during this inspection:

- Prevention of Abuse and Neglect Inspection Protocol

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

1WN



**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 3. (1) 1 Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

- 1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.**

**Findings:**

1. On January 30, 2011, a staff member did not respond to an identified resident's apparent distress.
2. The licensee failed to ensure an identified resident was treated with courtesy, respect and dignity.

**Inspector ID #:** 162

**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.**

**Title:** **Date:**

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