



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

**Rapport d'inspection  
prévus 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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**Ministère de la Santé et des Soins de  
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Licensee Copy/Copie du Titulaire       Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
December 17, 2010	2010_126_2485_17Dec091035	Critical Incident log #O-002409

**Licensee/Titulaire**  
Extendicare Northeastern Ontario Inc. [a subsidiary of Extendicare (Canada) Inc.]  
3000 Steeles Avenue East, Suite 700, Markham, ON L3R 9W2  
Fax: 1- 905-470-5588

**Long-Term Care Home/Foyer de soins de longue durée**  
Extendicare Starwood. 114 Starwood Rd, Nepean, ON K2G 3N5 fax 613-224-9309

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Linda Harkins # 126

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a follow up to a critical incident involving a resident who was found missing for less than 3 hrs.

During the course of the inspection, the inspector spoke with nursing staff, the resident Power of Attorney and the Director of care.

During the course of the inspection, the inspector reviewed the health care records of the resident, the policy and procedures related to missing resident (08-08-03).

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

- Responsive Behaviors
- Safe and Secure Home

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

1 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.)

WN #1: The Licensee has failed to comply with O. Reg. 79/10, s. 8

(1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system,

- (a) is in compliance with and is implemented in accordance with all applicable requirements under the Act; and
- (b) is complied with.

**Findings:**

1. Ontario Regulation 79/10 under the LTCHA 2007 states in section 230(4)1(vii) that the licensee shall ensure that the emergency plan provide for situation surrounding missing resident.
2. On October 27, 2010, a resident was reportedly last seen at approximately 03:30 pm in the dinning room listening to music. At 5:40 pm, the Registered Nurse received a telephone call from the Police informing her that they have found the resident on the street.
3. The home policy (08-08-03) "Missing resident " requires that that the Home initiate code 333 declaring that a resident is missing and conduct a search. Staff did not comply with policy as they are no evidence of supportive documentation related to a missing resident.
4. The Director of Care confirmed that on October 27, 2010, a search for the resident was not initiated as per policy.

Inspector ID #: 126

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).

April 28, 2011