



**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 sous la Loi de 2007 sur les foyers de soins de longue durée**

**Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch**

**Sudbury Service Area Office  
159 Cedar Street, Suite 403  
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159, rue Cedar, Bureau 403  
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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**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 1, 2013	2013_140158_0039	S-0286-13	Complaint

**Licensee/Titulaire de permis**

**EXTENDICARE (CANADA) INC.  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2**

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

**EXTENDICARE TRI-TOWN  
143 BRUCE STREET, P.O. BOX 999, HAILEYBURY, ON, P0J-1K0**

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

**KELLY-JEAN SCHIENBEIN (158)**

**Inspection Summary/Résumé de l'inspection**

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

**This inspection was conducted on the following date(s): October 30 and 31, 2013**

**During the course of the inspection, the inspector(s) spoke with the Administrator/Director of Care, registered and non-registered nursing staff and residents.**

**During the course of the inspection, the inspector(s) conducted a walk through of resident home areas and various common areas, observed care provided to residents in the home and reviewed the Registered Staffing schedule and back up staffing plans.**

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



**Pain**

**Reporting and Complaints**

**There are no findings of Non-Compliance as a result of this inspection.**

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

<b>Legend</b>	<b>Legendé</b>
<p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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.)</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>



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**Issued on this 1st day of November, 2013**

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

A handwritten signature in cursive script, appearing to read "H. Schurkin", is written in the signature box.