

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

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

**Long-Term Care Operations Division  
Long-Term Care Inspections Branch**

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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Téléphone: (888) 432-7901  
Télécopieur: (519) 885-2015

**Public Copy/Copie du rapport public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Jul 24, 2020	2020_610633_0014	006148-20, 007375- 20, 011139-20, 011633- -20, 011634-20, 011917-20, 012177-20	Complaint

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**Licensee/Titulaire de permis**

Revera Long Term Care Inc.  
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4

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

Forest Heights  
60 Westheights Drive KITCHENER ON N2N 2A8

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

SHERRI COOK (633), KATHERINE ADAMSKI (753)

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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): July 15-17, 20-23, 2020.**

**The following intakes were completed during this inspection:**

**Log #011634-20- Follow up (FU) to compliance order (CO) #001 from inspection 2020\_610633\_0008 related to Infection, Prevention, and Control (IPAC).**

**Log #011633-20- FU to CO #002 from inspection 2020\_610633\_0008 related to skin and wound.**

**Log #011139-20/ IL-79231-CW- complaint related to resident care, IPAC, housekeeping and laundry.**

**Log #011139-20/IL-78795-CW- complanit related to resident care, nutrition and medications.**

**Log #006148-20/IL-76236-AH/CI 2707-000011-20- critical incident (CI) related to nutrition.**

**Log #'s 007375-20 and 012177-20- CI's related to falls prevention.**

**During the course of the inspection, the inspector(s) spoke with the Vice President of St. Joseph's hospital, St. Mary's hospital team member, the Director of Long-term Care St. Joseph's, the National Director of Operations (Revera), the Acting Director of Operations (Revera), the Executive Director (ED), the Director of Care (DOC), the Nutrition Manager (NM), a Registered Dietitian (RD), Registered Nurses (RNs), Registered Practical Nurses (RPNs), Behaviour Supports Ontario (BSO) Personal Support Workers (PSWs), PSWs, Dietary Aides, Housekeepers, Personal Support Aides (PSAs), a Cook, family members and residents.**

**In addition, multiple observations were completed regarding IPAC practices, meal service and staff and resident interactions. The plan of care for the identified residents and the homes related documentation were reviewed.**

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

**Accommodation Services - Laundry  
Contenance Care and Bowel Management  
Dining Observation  
Falls Prevention  
Infection Prevention and Control  
Medication  
Nutrition and Hydration  
Skin and Wound Care**

**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)**

**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / DE L'INSPECTION</b>	<b>NO</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
O.Reg 79/10 s. 229. (4)	CO #001	2020_610633_0008		633
O.Reg 79/10 s. 50. (2)	CO #002	2020_610633_0008		633

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

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</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>

**Issued on this 24th day of July, 2020**

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

**Original report signed by the inspector.**