



**Ministry of Health and  
Long-Term Care**

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

**Ministère de la Santé et des  
Soins de longue durée**

**Rapport d'inspection  
prévus le Loi de 2007 les  
foyers de soins de longue**

**Health System Accountability and Performance  
Division  
Performance Improvement and Compliance Branch  
Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la performance et de la  
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**Public Copy/Copie du public**

<b>Date(s) of inspection/Date(s) de l'inspection</b>	<b>Inspection No/ No de l'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
Nov 8, 9, 15, 22, 2011	2011_050151_0016	Critical Incident

**Licensee/Titulaire de permis**

FOYER HEARST - MATTICE - SOINS DE SANTE  
67-15th Street, P.O. Box 1538, HEARST, ON, P0L-1N0

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

FOYER DES PIONNIERS  
67 15TH STREET, P.O. BOX 1538, HEARST, ON, P0L-1N0

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

MONIQUE BERGER (151)

**Inspection Summary/Résumé de l'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 Care
- Assistant Director of Care
- Nurse Manager
- Registered Staff (RNs and RPNs)
- Personal Support Workers (PSWs)
- Housekeeping Aide
- Residents
- Families/visitors

During the course of the inspection, the inspector(s)

- Observed the delivery of care and services to residents.
- Observed staff to resident inter-action.
- Observed the resident when interacting with others,
- Conducted daily walk-through the home
- Observed the resident during dining and meal service,
- Reviewed policies and procedures in relation to responsive behavior management,
- Reviewed code white protocol ( staff assistance required),
- Reviewed resident health care records
- Reviewed staff education records for the last year.

The following Inspection Protocols were used during this inspection:

**Responsive Behaviours**

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

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

**Legend**

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

**Legendé**

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités

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 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.

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this **22nd** day of November, 2011



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

*Monique G. Berger (151)*