

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Ottawa District
347 Preston Street, Suite 410
Ottawa, ON, K1S 3J4
Telephone: (877) 779-5559

Original Public Report

Report Issue Date: June 14, 2024.	
Inspection Number: 2024-1224-0003	
Inspection Type: Critical Incident	
Licensee: Gibson Holdings (Ontario) Ltd.	
Long Term Care Home and City: Helen Henderson Nursing Home, Amherstview	
Lead Inspector Heath Heffernan (622)	Inspector Digital Signature
Additional Inspector(s) Ashley Bernard-Demers (740787)	

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): June 13 and 14, 2024.

The following critical incident intake was inspected:

- Intake: #00115473 - IL-0125926-AH/CIS 2728-000007-24 - Missing resident of three or more hours.

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Reports re critical incidents

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 115 (1) 3.

Reports re critical incidents

s. 115 (1) Every licensee of a long-term care home shall ensure that the Director is immediately informed, in as much detail as is possible in the circumstances, of each of the following incidents in the home, followed by the report required under subsection (5):

3. A resident who is missing for three hours or more.

The licensee has failed to ensure that the Director was immediately informed when a resident was missing for three hours or more.

Sources: Review of the Ministry of Long-Term Care's after-hours Infoline call # IL-0125926-AH, CIS #2728-000007-24, resident's progress notes and interview of the Director of Care.

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