

**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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**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 26, 2021	2021_778563_0013	007453-21, 008490- 21, 010080-21	Critical Incident System

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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**

Hillside Manor  
Highway 8, 5066 Perth East Line 34, R.R. #5 Stratford ON N5A 6S6

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

MELANIE NORTHEY (563)

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

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): July 7, 8 and 9, 2021**

**The following Critical Incident (CI) intakes were completed within this inspection:  
Log #007453-21 / CI #1975-000008-21 related to staff to resident suspected neglect  
Log #008490-21 / CI #1975-000012-21 related to staff to resident suspected neglect  
Log #010080-21 / CI #1975-000015-21 related to staff to resident suspected abuse**

**The following Inquiries were completed within this inspection:  
Log #009108-21 / CI #1975-000014-21 related to staff to resident suspected abuse  
Log #008755-21 / CI #1975-000013-21 related to staff to resident suspected abuse  
Log #010554-21 / IL-91687-LO related to staff to resident suspected abuse**

**During the course of the inspection, the inspector(s) spoke with the Director of Care, a Registered Nurse, Registered Practical Nurses, a Registered Practical Nurse Student, Personal Support Workers, Housekeepers and residents.**

**The inspector conducted a tour of the home and made observations of residents and care. The inspector also observed meal and snack service, resident/staff interactions, infection prevention and control practices, and cooling and air temperature requirements. Relevant resident clinical records, air temperature tracking documentation and investigation notes were also reviewed.**

**The following Inspection Protocols were used during this inspection:  
Infection Prevention and Control  
Prevention of Abuse, Neglect and Retaliation  
Safe and Secure Home**

**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)**

**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 26th day of July, 2021**

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

**Original report signed by the inspector.**