



**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 prévue 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 conformité

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jun 25, 26, Jul 13, 2012	2012_069170_0019	Critical Incident

**Licensee/Titulaire de permis**

DEVONSHIRE ERIN MILLS INC.  
195 DUFFERIN AVENUE, SUITE 800, LONDON, ON, N6A-1K7

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

LANARK HEIGHTS LONG TERM CARE CENTRE  
46 LANARK CRESCENT, KITCHENER, ON, N2N-2Z8

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

DIANNE WILBEE (170)

**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 the Administrator, Director of Care, Food Services Manager, Registered Practical Nurses including Behaviour Supports Ontario RPN, Personal Support Workers, Chefs and Food Service Workers.

During the course of the inspection, the inspector(s) reviewed residents' records, observed residents, toured kitchen including freezer and refrigerator, reviewed menu cycles, observed nourishment cart and reviewed applicable policies and procedures.

The following Inspection Protocols were used during this inspection:

Food Quality

Responsive Behaviours

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

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



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<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>Legendé</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 13th day of July, 2012

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

*Dianne Hilbee #170*