



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

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

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

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

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

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

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LONDON ON N6A 5R2  
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**Public Copy/Copie du 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>
Oct 30, 2018	2018_563670_0023	023955-17, 024363-17, 024917-17, 025578-17	Complaint

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**Licensee/Titulaire de permis**

The Corporation of the County of Lambton  
789 Broadway Street WYOMING ON N0N 1T0

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

Marshall Gowland Manor  
749 Devine Street SARNIA ON N7T 1X3

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

DEBRA CHURCHER (670)

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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): October 16, 17 and 18, 2018.**

**Inspector #721 and Inspector #735 were present for this inspection.**

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

**Complaint Log# 023955-17 IL-53506-LO regarding alleged refusal of admission of a visitor to the home.**

**Complaint Log# 024363-17 IL-53621-LO/IL-53641-LO regarding alleged refusal of admission of a visitor to the home.**

**Critical Incident System Report Log# 024917-17 CIS# M613-000037-17 regarding a written complaint the home received regarding refusal of admission of a visitor to the home.**

**Critical Incident System Report Log# 025578-17 CIS# M613-000039-17 regarding a written complaint the home received regarding refusal of admission of a visitor to the home.**

**During the course of the inspection, the inspector(s) spoke with The Administrator, one Personal Support Worker, the Director of Care, two Residents, one Family Member and one Para Legal.**

**During the course of this inspection inspectors observed staff to resident interactions, reviewed relevant policies and procedures, clinical records and documentation within the home, including police reports.**

**The following Inspection Protocols were used during this inspection:  
Dignity, Choice and Privacy**

**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**

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).

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

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 30th day of October, 2018

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



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**Original report signed by the inspector.**