

Ministry of Long-Term Care

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

North District

159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Original Public Report

Report Issue Date: November 22, 2024

Inspection Number: 2024-1106-0003

Inspection Type:

Complaint
Critical Incident

Licensee: Revera Long Term Care Inc.

Long Term Care Home and City: Oak Terrace, Orillia

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 18-22, 2024.

The following intake(s) were inspected:

- Three intakes related to outbreaks of infectious disease;
- One intake related to alleged improper care of a resident; and,
- One complaint intake related to alleged improper care of a resident.

The following **Inspection Protocols** were used during this inspection:

Contenance Care
Resident Care and Support Services
Food, Nutrition and Hydration
Infection Prevention and Control

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Dealing with Complaints

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

Non-compliance with: O. Reg. 246/22, s. 108 (2)

Dealing with complaints

s. 108 (2) The licensee shall ensure that a documented record is kept in the home that includes,

- (a) the nature of each verbal or written complaint;
- (b) the date the complaint was received;
- (c) the type of action taken to resolve the complaint, including the date of the action, time frames for actions to be taken and any follow-up action required;
- (d) the final resolution, if any;
- (e) every date on which any response was provided to the complainant and a description of the response; and
- (f) any response made in turn by the complainant.

The licensee has failed to ensure that a documented record was kept in the home following a verbal complaint received regarding a residents care.

Sources: Email communications; and interviews with staff.