

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

Public Report

Report Issue Date: January 10, 2025

Inspection Number: 2025-1106-0001

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): January 7-9, 2025.

The following intake(s) were inspected:

- Two intakes related to allegations of staff to resident abuse.

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

Skin and Wound Prevention and Management

Infection Prevention and Control

Prevention of Abuse and Neglect

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Medical Leave of Absence

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

Non-compliance with: O. Reg. 246/22, s. 150 (7)

Absences

s. 150 (7) A licensee of a long-term care home shall ensure that when a resident of the home leaves for a medical absence or a psychiatric absence, information about the resident's drug regime, known allergies, diagnosis and care requirements is provided to the resident's health care provider during the absence.

The licensee failed to ensure that when a resident was on a medical leave of absence, all known diagnoses were communicated to the health care provider.

Sources: Complaint letter; response letter sent by the home; external assessments of resident; and, interviews with staff.