



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

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

Division de la responsabilisation et de la performance du
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Dates of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
March 15, 2011	2011_112_2952_15Mar090530	L-00300 Critical Incident

Licensee/Titulaire

Parkwood Mennonite Home Inc., 726 New Hampshire Street, Waterloo, ON N2K 4M1

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

Parkwood Mennonite Home, 726 New Hampshire Street, Waterloo, ON N2K 4M1

Name of Inspector(s)/Nom de l'inspecteur(s)

Carole Alexander #112

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an inspection related to an allegation of resident neglect and abuse.

During the course of the inspection, the inspector spoke with the Director of Care and a family member.

During the course of the inspection, the inspector reviewed management's investigation, reviewed policies and procedures related to abuse and neglect and related staff education.

The following Inspection Protocols were used in part or in whole during this inspection:

Prevention of Abuse, Neglect and Retaliation.

Findings of Non-Compliance were found during this inspection. The following action was taken:

- 1 WN
- 1 VPC



NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régleur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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.)

Le suivant constituer un avis d'écrit de l'exigences prévue le paragraph 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: WN #1: The Licensee has failed to comply with the Long Term Care Homes Act, S. O. 2007 c.8 s.19. (1)

Every licensee of a long-term care home shall ensure that each resident of the home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

Findings:

On February 21, 2011 it was confirmed by management and the PSW that she had been placing residents at risk by making unsafe transfers by herself when using the resident lift.

Inspector ID #: 112

Additional Required Actions:

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with resident protection from neglect, to be implemented voluntarily.

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.

Title: Date:

Date of Report: March 22, 2011.