

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

Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée

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

Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée

Sudbury Service Area Office  
159 Cedar Street Suite 403  
SUDBURY ON P3E 6A5  
Telephone: (705) 564-3130  
Facsimile: (705) 564-3133

Bureau régional de services de  
Sudbury  
159, rue Cedar Bureau 403  
SUDBURY ON P3E 6A5  
Téléphone: (705) 564-3130  
Télécopieur: (705) 564-3133

**Public Copy/Copie du rapport 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>
Apr 14, 2021	2021_864627_0004	000440-21, 000441-21	Follow up

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**Licensee/Titulaire de permis**

City of Greater Sudbury  
200 Brady Street 4th Floor Sudbury ON P3E 3L9

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

Pioneer Manor  
960 Notre Dame Avenue Sudbury ON P3A 2T4

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

SYLVIE BYRNES (627), AMY GEAUVREAU (642)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): March 8-12, and 15-16, 2021.**

**The following intakes were inspected during this Follow-up inspection:**

- One log related to compliance order (CO) #001 that was issued during inspection #2020\_853692\_0012, regarding s. 20 (1) of the Long-Term Care Home's Act (LTCHA), 2007, specific to developing a process to ensure that staff adhered to the home's policy to promote zero tolerance of abuse and neglect of residents; and,**
- One log related CO #002 that was issued during inspection #2020\_853692\_0012, regarding s. 6 (7) of the LTCHA, 2007, specific to care being provided to residents as per the plan of care.**

**A Complaint Inspection, #2021\_864627\_0005, was conducted concurrently with this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Resident Care (MORC), Resident Care Coordinators (RCCs), Registered Nurses (RNs), Registered Practical Nurses (RPNs), Health Care Aides (HCAs), and residents.**

**The Inspectors also conducted a daily tour of resident care areas, observed the provision of care and services to residents, observed staff to resident interactions, reviewed relevant health care records, internal investigation notes, as well as relevant policies and procedures.**

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

**Falls Prevention**

**Prevention of Abuse, Neglect and Retaliation**

**Responsive Behaviours**

**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)**

**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / DE L'INSPECTION</b>	<b>NO</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
LTCHA, 2007 S.O. 2007, c.8 s. 20. (1)	CO #001	2020_853692_0012		627
LTCHA, 2007 S.O. 2007, c.8 s. 6. (7)	CO #002	2020_853692_0012		627

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

<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>Légende</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 20th day of April, 2021**

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

**Original report signed by the inspector.**