



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 prévue le Loi de 2007 les foyers de soins de longue

Health System Accountability and Performance Division Performance Improvement and Compliance Branch Division de la responsabilisation et de la performance du système de santé Direction de l'amélioration de la performance et de la conformité

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Oct 25, 28, 2011; 2011\_034117\_0031; Other

Licensee/Titulaire de permis

CHARTWELL MASTER CARE LP 100 Milverton Drive, Suite 700, MISSISSAUGA, ON, L5R-4H1

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

RESIDENCE CHAMPLAIN 428 Front Road West, L'Orignal, ON, K0B-1K0

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

LYNE DUCHESNE (117)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct an Other inspection.

During the course of the inspection, the inspector(s) spoke with the home's Administrator, Food Service Manager, Registered Dietician, RAI Coordinator, to several Registered Nurses (RN), to several Registered Practical Nurses (RPN), to several Personal Support Workers (PSWs), to the housekeeper and to several residents.

During the course of the inspection, the inspector(s) reviewed three resident health care records, observed the lunch time meal service of October 25 2011, observed the morning and afternoon beverage and snack pass of October 25 2011, reviewed the resident dietary needs list, examined the housekeeping cart, several resident rooms, wheelchairs and mechanical transfer lifts.

The following Inspection Protocols were used during this inspection:

Admission Process

Dining Observation

Residents' Council

Findings of Non-Compliance were found during this inspection.

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

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	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.)	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 79. Posting of information**  
**Specifically failed to comply with the following subsections:**

- s. 79. (3) The required information for the purposes of subsections (1) and (2) is,**
- (a) the Residents' Bill of Rights;**
  - (b) the long-term care home's mission statement;**
  - (c) the long-term care home's policy to promote zero tolerance of abuse and neglect of residents;**
  - (d) an explanation of the duty under section 24 to make mandatory reports;**
  - (e) the long-term care home's procedure for initiating complaints to the licensee;**
  - (f) the written procedure, provided by the Director, for making complaints to the Director, together with the name and telephone number of the Director, or the name and telephone number of a person designated by the Director to receive complaints;**
  - (g) notification of the long-term care home's policy to minimize the restraining of residents, and how a copy of the policy can be obtained;**
  - (h) the name and telephone number of the licensee;**
  - (i) an explanation of the measures to be taken in case of fire;**
  - (j) an explanation of evacuation procedures;**
  - (k) copies of the inspection reports from the past two years for the long-term care home;**
  - (l) orders made by an inspector or the Director with respect to the long-term care home that are in effect or that have been made in the last two years;**
  - (m) decisions of the Appeal Board or Divisional Court that were made under this Act with respect to the long-term care home within the past two years;**
  - (n) the most recent minutes of the Residents' Council meetings, with the consent of the Residents' Council;**
  - (o) the most recent minutes of the Family Council meetings, if any, with the consent of the Family Council;**
  - (p) an explanation of the protections afforded under section 26; and**
  - (q) any other information provided for in the regulations. 2007, c. 8, ss. 79 (3)**

**Findings/Faits saillants :**

1. The licensee failed to comply with section 79 (3) (c),(g) and (p) of the Act in that information required to be posted was not posted in the home nor were they communicated to residents who cannot read the information. These are:

- the long-term care home's policy to promote zero tolerance of abuse and neglect of residents
- notification of the long-term care home's policy to minimize the restraining of residents and how a copy of the policy can be obtained
- an explanation of the protections afforded by section 26 of the LTC Homes Act regarding Whistle-blowing protection

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**WN #2: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 85. Satisfaction survey**  
**Specifically failed to comply with the following subsections:**

**s. 85. (3) The licensee shall seek the advice of the Residents' Council and the Family Council, if any, in developing and carrying out the survey, and in acting on its results. 2007, c. 8, s. 85. (3).**

**Findings/Faits saillants :**

1. The licensee failed to comply with section 85 (3) of the Act in that the licensee shall seek the advice of the Resident's Council and the Family Council, if any, in developing and carrying out the survey.

On October 25 2011, the President of the Resident Council and the home's Administrator confirmed that the Resident Council was not consulted in the development and the carrying out the home's annual survey done in May 2011.

Issued on this 28th day of October, 2011

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

