



**Ministry of Health and
Long-Term Care**

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

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

**Rapport d'inspection sous la
Loi de 2007 sur les foyers de
soins de longue durée**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Jun 19, 2017	2017_420643_0010	008292-17, 009465-17, 009513-17	Complaint

Licensee/Titulaire de permis

PROVIDENCE HEALTHCARE
3276 St. Clair Avenue East TORONTO ON M1L 1W1

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

PROVIDENCE HEALTHCARE
3276 ST. CLAIR AVENUE EAST SCARBOROUGH ON M1L 1W1

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

ADAM DICKEY (643)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): May 19, 23, 24, 25, 26, 29, 30, and 31, 2017.

The following Complaint intakes were inspected concurrently during this inspection:

**#008292-17 related to personal support services; and
#009465-17 related to falls prevention and management.**

And the following Critical Incident intake:

#009513-17 related to falls prevention and management.

During the course of the inspection, the inspector(s) spoke with the Administrator, Medical Doctor (MD), Resident Care Manager (RCM), Interim Resident Care Managers (IRCM), Registered Nurses (RN), Registered Practical Nurses (RPN), Registered Physiotherapist (PT), Resident Assistants (RA), private sitters and Substitute Decision Maker (SDM).

A Written Notification (WN #4), and Compliance Order #004 under LTCHA, 2007, S.O. 2007, C.8, s. 6. (7), identified in this inspection (Log #008292-17, #009465-17 and #009513-17) will be issued under a Critical Incident Inspection #2017_420643_0008 (Log #014069-16, #014252-16, #017566-16, #021208-16, #021878-16, #022278-16, #022710-16, #024472-16, #028658-16, #004919-17, and #007560-17) concurrently inspected during this inspection.

A Written Notification (WN #1) under O. Reg.79/10, s. 8. (1) b, identified in this inspection (Log #008292-17, #009465-17 and #009513-17) will be issued under Complaint Inspection #2017_420643_0009 (Log #016443-16, #016871-16) concurrently inspected during this inspection.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Personal Support Services



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)

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>Legendé</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>



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Issued on this 21st day of June, 2017

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

Original report signed by the inspector.