



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

**Rapport d'inspection
prévus 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

London Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8

Bureau régional de services de London
291, rue King, 4^{ième} étage
London ON N6B 1R8

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Telephone: 519-675-7680
Facsimile: 519-675-7685

Téléphone: 519-675-7680
Télécopieur: 519-675-7685

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Date of inspection/Date de l'inspection June 09, 2011	Inspection No/ d'inspection 2011_172_2826_09Jun103245	Type of Inspection/Genre d'inspection Critical Incident 2826-000010-11 L-000554
Licensee/Titulaire Caressant Care Nursing and Retirement Homes Limited, 264 Norwich Avenue, Woodstock, Ontario N4S 3V9		
Long-Term Care Home/Foyer de soins de longue durée Caressant Care Courtland, 4850 Hwy #59 – PO Box 279, Courtland, Ontario, N0J 1E0		
Name of Inspector/Nom de l'inspecteur Joan L. Woodley ID # 172		
Inspection Summary/Sommaire d'inspection		
The purpose of this inspection was to conduct critical incident inspection related to neglect in care. During the course of the inspection, the inspector spoke with: the Director of Nursing and Personal Care. During the course of the inspection, the inspector: reviewed health care records, reviewed policy and held interview. The following Inspection Protocols were used this inspection: Prevention of Abuse, Neglect and Retaliation. ☒ There are no findings of Non-Compliance as a result of this inspection.		



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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. <i>Jean L. Woodley</i>
Title:	Date:	Date of Report: <i>June 10/11</i>