



**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**

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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>
Mar 21, 2018	2018_520622_0006	001227-18, 001801-18	Complaint

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### **Licensee/Titulaire de permis**

The Religious Hospitallers of St. Joseph of Cornwall, Ontario  
14 York St CORNWALL ON K6J 5T2

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

St. Joseph's Continuing Care Centre  
14 York Street CORNWALL ON K6J 5T2

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

HEATH HEFFERNAN (622)

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## **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): February 20, 21, 22, 23, 27, 28, 2018.**

**Log #001801-18 for a complaint and Log #001227-18 for Critical Incident System report (CIS) #C565-000001-18 related to the same incident of alleged staff to resident abuse.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), the Chief Nursing Executive, the Resident and Patient Relations Advisor, the Health and Safety and Education Coordinator, Registered Dietitian, Dietary Supervisor, Resident Care Attendant Supervisor, Registered Nurses (RN), Registered Practical Nurses (RPN), Resident Care Attendants (RCA), the resident and the Substitute Decision Maker (SDM).**

**Also during the course of the inspection, the inspector reviewed health records, staff schedules, critical incident reports, the homes investigation documents, the home's policy titled; Zero Tolerance of Abuse and or Neglect of Residents and Patients Policy #:4-a-1, observed staff to resident interaction and staff to resident care and services.**

**The following Inspection Protocols were used during this inspection:  
Continence Care and Bowel Management  
Dignity, Choice and Privacy  
Nutrition and Hydration  
Prevention of Abuse, Neglect and Retaliation**

**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**

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.

Issued on this 21st day of March, 2018

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

**Original report signed by the inspector.**