

**Ministry of Long-Term Care**

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

**Central East District**

33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

**Original Public Report**

<b>Report Issue Date:</b> May 2 <sup>nd</sup> , 2024	
<b>Inspection Number:</b> 2024-1116-0002	
<b>Inspection Type:</b> Proactive Compliance Inspection	
<b>Licensee:</b> Glen Hill Terrace Christian Homes Inc.	
<b>Long Term Care Home and City:</b> Glen Hill Strathaven, Bowmanville	
<b>Lead Inspector</b> Rodolfo Ramon (704757)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Tiffany Forde (741746)	

**INSPECTION SUMMARY**

<p>The inspection occurred onsite on the following date(s): March 26- 28, 2024 and April 3, 4, 2024</p> <p>The inspection occurred offsite on the following date(s): April 2, 2024</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00111161 – due to a Proactive Compliance Inspection - PCI</li> </ul>
--

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

- Skin and Wound Prevention and Management
- Resident Care and Support Services

**Ministry of Long-Term Care**

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

**Central East District**

33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

Food, Nutrition and Hydration  
Medication Management  
Residents' and Family Councils  
Infection Prevention and Control  
Safe and Secure Home  
Quality Improvement  
Pain Management  
Falls Prevention and Management

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: POSTING OF INFORMATION

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: FLTCA, 2021, s. 85 (3) (c)**

Posting of information

s. 85 (3) The required information for the purposes of subsections (1) and (2) is,  
(c) the long-term care home's policy to promote zero tolerance of abuse and neglect of residents;

The licensee has failed to ensure that the home's policy to promote zero tolerance of abuse and neglect was posted in an accessible location.

#### Rationale and Summary

During observations, the inspector was unable to locate the home's policy to promote zero tolerance of abuse and neglect of residents posted in the home. The administrator informed the inspector that the policy was required to be in a binder at the reception area. The inspector proceeded to request the binder with the policy from the reception staff, however they were unable to locate the binder with the policy.

**Ministry of Long-Term Care**

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

**Central East District**

33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

Not posting the home's policy to promote zero tolerance of abuse and neglect of residents in the home prevented visitors, family and residents from being informed about the home's processes.

**Sources:** Observations, Interview with the administrator.  
[704757]

## WRITTEN NOTIFICATION: POSTING OF INFORMATION

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

**Non-compliance with: O. Reg. 246/22, s. 265 (1) 10.**

Posting of information

s. 265 (1) For the purposes of clause 85 (3) (s) of the Act, every licensee of a long-term care home shall ensure that the information required to be posted in the home and communicated to residents under section 85 of the Act includes the following:  
10. The current version of the visitor policy made under section 267.

The licensee has failed to ensure that the visitor policy was posted in an accessible location.

### Rationale and Summary

During observations of the home, the inspector was unable to locate the visitor's policy posted in the home. The administrator informed the inspector that the visitor's policy was required to be in a binder at the reception area. The inspector proceeded to request the binder with the policy from the reception staff, however they were unable to locate the binder with the policy.

Not posting the visitor's policy in the home prevented visitors and residents from being informed about the home's processes.

**Sources:** Observations, Interview with the administrator.  
[704757]