



**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 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**

Central West Service Area Office  
500 Weber Street North  
WATERLOO ON N2L 4E9  
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Bureau régional de services du  
Centre-Ouest  
500 rue Weber Nord  
WATERLOO ON N2L 4E9  
Téléphone: (888) 432-7901  
Télécopieur: (519) 885-9454

**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>
Apr 11, 2018	2018_508137_0003	026874-17, 026875-17	Follow up

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**Licensee/Titulaire de permis**

Regional Municipality of Waterloo  
150 Frederick Street KITCHENER ON N2A 4J3

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

Sunnyside Home  
247 Franklin Street North KITCHENER ON N2A 1Y5

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

MARIAN MACDONALD (137)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): February, 28, March 1-2 and 4-5, 2018**

**The following intakes were completed during this Follow Up inspection:**

**Log # 026874-17 related to responsive behaviours;**

**Log # 026875-17 related to maintenance services.**

**The following intakes were completed in a separate concurrent Critical Incident System (CIS) inspection:**

**Log # 017883-17 and CIS # M578-000035-17; Log # 018057-17 and CIS # M578-000036-17; Log # 027836-17 and CIS # M578-000059-17; Log # 003144-18 and CIS # M578-000006-18 related to alleged staff to resident and resident to resident abuse; Log # 028488-17 and CIS # M578-000061-17 related to medication management; Log # 000301-18 and CIS # M578-000068-17; Log # 000819-18 and CIS # M578-000004-18 related to falls prevention.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Resident Care, Resident Care Coordinators, Minimum Data Set - Resident Assessment Instrument (MDS-RAI) Coordinator, Registered Nurses, Registered Practical Nurses, Personal Support Workers and a Senior Maintenance Technician.**

**The inspector also toured the home, including Spa rooms to ensure shower chairs were in good repair, observed care provision and staff to resident interactions, reviewed risk management reports, maintenance request log book and completed work orders, residents' clinical records, meeting minutes and relevant policies and procedures.**

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

**Accommodation Services - Maintenance**

**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)

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2017_418615_0017	137
O.Reg 79/10 s. 90. (2)	CO #002	2017_418615_0017	137



**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 11th day of April, 2018

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

**Original report signed by the inspector.**