

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007****Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée****Long-Term Care Operations Division  
Long-Term Care Inspections Branch****Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**Ottawa Service Area Office  
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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>
Oct 27, 2020	2020_548756_0018	006382-20	Critical Incident System

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**Licensee/Titulaire de permis**Township of Osgoode Care Centre  
7650 Snake Island Road METCALFE ON K0A 2P0**Long-Term Care Home/Foyer de soins de longue durée**Township of Osgoode Care Centre  
7650 Snake Island Road METCALFE ON K0A 2P0**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

LISA CUMMINGS (756)

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

**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): October 21 and 22, 2020.**

**Log #006382-20, a critical incident (CI #2747-000008-20) related to an allegation of resident abuse**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Acting Director of Care, a Registered Nurse, a Registered Practical Nurse, several Personal Support Workers, and a resident.**

**In addition, observations were conducted of the resident home area and a review of relevant records was completed including several resident healthcare records, employee training records for lifts and transfers, a written statement which detailed video footage, and several policies including policy #VII-L-40.40 'Lift Procedures' revised January 2016, policy #VII-L-40.40(f) 'Care and Use of Mechanical Lift Slings Protocol' revised January 2016, policy #VI-L-40.50 'Mechanical Lift and Sling Protocol' revised January 2016, and policy #VI-L-40.00 'Zero Lift Policy' revised April 2019.**

**The following Inspection Protocols were used during this inspection:  
Hospitalization and Change in Condition  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours**

**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>Légende</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>

**Issued on this 27th day of October, 2020**

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

**Original report signed by the inspector.**