

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

Rapport d'inspection prévue  
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

Hamilton Service Area Office  
119 King Street West 11th Floor  
HAMILTON ON L8P 4Y7  
Telephone: (905) 546-8294  
Facsimile: (905) 546-8255

Bureau régional de services de  
Hamilton  
119, rue King Ouest 11<sup>ième</sup> étage  
HAMILTON ON L8P 4Y7  
Téléphone: (905) 546-8294  
Télécopieur: (905) 546-8255

**Public Copy/Copie du public**

---

| <b>Report Date(s) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>No de registre</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|-----------------------------------|--|
| Aug 30, 2019                                   | 2019_743536_0016                              | 009680-19, 013214-19              | Critical Incident<br>System                        |

---

**Licensee/Titulaire de permis**

Rykka Care Centres LP  
3760 14th Avenue Suite 402 MARKHAM ON L3R 3T7

---

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

Dundurn Place Care Centre  
39 Mary Street HAMILTON ON L8R 3L8

---

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

CATHIE ROBITAILLE (536)

---

**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): July 19, 23, 24, 25, 31, August 1, 6, 7, 8, 9, 12 and 13, 16, 19 and 20, 2019.**

**The following inspections were completed concurrently with the Critical Incident (CIS) Inspection.**

**Critical Incident System Reports:**

**009680-19-pertaining to: Responsive Behaviours**

**013214-19-pertaining to: Falls Prevention**

**During the course of the inspection, the inspector(s) spoke with residents, family, personal support workers (PSW's), registered staff, Business Manager, Receptionist, Admission Coordinator, Admission Restorative Services nurse, Social Worker, Behavioural Support Ontario (BSO) Lead, Nurse Manager, Resident Assessment Instrument-Minimum Data Set Co-Ordinator(RAI-MDS), Convalescent Care nurse, Clinical Care Coordinator, Director of Care (DOC), Clinical Director of Care (CDOC), Executive Director, Acting Director of Care and Acting Executive Director.**

**The inspector also toured the home, observed the provision of care and services provided, interviewed staff, family and residents, and reviewed relevant documents including but not limited to: health care records, training records, staffing schedules, staffing payroll, meeting minutes and relevant policies and procedures.**

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

**Falls Prevention**

**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<br/>VPC – Voluntary Plan of Correction<br/>DR – Director Referral<br/>CO – Compliance Order<br/>WAO – Work and Activity Order</p>  | <p>Légende</p> <p>WN – Avis écrit<br/>VPC – Plan de redressement volontaire<br/>DR – Aiguillage au directeur<br/>CO – Ordre de conformité<br/>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 9th day of September, 2019**

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

**Original report signed by the inspector.**