



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

**Rapport d'inspection  
prévue le *Loi de 2007  
les foyers de soins de  
longue durée***

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

London Service Area Office  
291 King Street, 4th Floor  
London ON N6B 1R8

Bureau régional de services de London  
291, rue King, 4<sup>ème</sup> étage  
London ON N6B 1R8

**Ministère de la Santé et des Soins de  
longue durée**

Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

Telephone: 519-675-7680  
Facsimile: 519-675-7685

Téléphone: 519-675-7680  
Télécopieur: 519-675-7685



Licensee Copy/Copie du Titulaire



Public Copy/Copie Public

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                 |                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|---------------------------------------------------------------------------|
| <b>Date(s) of inspection/Date de l'inspection</b><br>April 6, 2011                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Inspection No/ d'inspection</b><br>2011_121_2773_06Apr141714 | <b>Type of Inspection/Genre d'inspection</b><br>Critical Incident L-00321 |
| <b>Licensee/Titulaire</b><br>Revera Long Term Care Inc., 55 Standish Court, 8 <sup>th</sup> floor, Mississauga, ON L5R 4B2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                 |                                                                           |
| <b>Long-Term Care Home/Foyer de soins de longue durée</b><br>Trillium Court, 550 Philip Place, Kincardine, ON N2Z 3A6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                 |                                                                           |
| <b>Name of Inspector(s)/Nom de l'inspecteur(s)</b><br>Elizabeth Elvidge #121                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                 |                                                                           |
| <b>Inspection Summary/Sommaire d'inspection</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                 |                                                                           |
| <p>The purpose of this inspection was to conduct a Critical Incident inspection relating to staff to resident verbal abuse.</p> <p>During the course of the inspection, the inspector spoke with the Executive Director and the Director of Care.</p> <p>During the course of the inspection, the inspector reviewed the investigation conducted, policies and procedures on abuse</p> <p>The following Inspection Protocols were used in part or in whole during this inspection:<br/>Prevention of Abuse, Neglect and Retaliation</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:<br/>1 WN</p> |                                                                 |                                                                           |

*Revised for Publication*

### NON- COMPLIANCE / (Non-respectés)

**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régisseur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s.24(1)2

A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident.

**Findings:**

The incident was observed by a [REDACTED]. [REDACTED] went home, wrote up the incident and delivered to the Executive Director on Feb. 17, 2011. Critical Incident Report submitted to the MOHLTC on Feb. 25, 2011.

**Inspector ID #:** 121

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division  
representative/Signature du (de la) représentant(e) de la Division de la  
responsabilisation et de la performance du système de santé.

*Elizabeth Eludye*

**Title:** **Date:**

**Date of Report:** (if different from date(s) of inspection).  
April 11, 2011