



**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>ième</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> April 8 and 13, 2011	<b>Inspection No/ d'inspection</b> 2011_170_2580_08Apr151616	<b>Type of Inspection/Genre d'inspection</b> Critical Incident L-000524
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**Licensee/Titulaire**  
Lutheran Homes Kitchener-Waterloo, 2727 Kingsway Drive, Kitchener, ON N2C 1A7

**Long-Term Care Home/Foyer de soins de longue durée**  
Trinity Village Care Centre, 2727 Kingsway Drive, Kitchener, ON N2C 1A7

**Name of Inspector/Nom de l'inspecteur**  
Dianne Wilbee #170

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a critical incident inspection related to a visitor to resident abuse.

During the course of the inspection, the inspector spoke with: Administrator, Director of Care, Registered Practical Nurse, and Personal Support Worker.

During the course of the inspection, the inspector: Reviewed home's investigation of incident, reviewed resident's record including plan of care, observed resident, reviewed admission package, reviewed Abuse policy PM A1.10.

The following Inspection Protocols were used in part or in whole during this inspection:

- None

Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN  
2 VPC

**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.20(3)**  
 Every licensee shall ensure that the policy to promote zero tolerance of abuse and neglect of residents is communicated to all staff, residents and residents' substitute decision-makers.

**Findings:**  
**The home's zero tolerance Abuse policy "Abuse – PM A1.10" revised December 2010 does not specify that all areas defined as abuse of residents applies to residents and residents' substitute decision-makers, in addition to staff.**

**Inspector ID #:** 170

**Additional Required Actions:**  
**VPC** - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance with legislative requirements for inclusion in the home's abuse policy, to be implemented voluntarily.

**WN #2:** The Licensee has failed to comply with **O.Reg. 79/10, s.24(9)(a)**  
 The licensee shall ensure that the resident is reassessed and the care plan is reviewed and revised when,  
 (a)the resident's care needs change

**Findings:**  
**The plan of care for an identified resident did not include interventions related to family involvement.**

**Inspector ID #:** 170

**Additional Required Actions:**  
**VPC** - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure the plan of care includes all care needs, to be implemented voluntarily.



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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.  <i>Dianne Kithu</i>
Title:	Date:	Date of Report: April 15, 2011