



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

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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^{ième} étage
HAMILTON, ON, L8P-4Y7
Téléphone: (905) 546-8294
Télécopieur: (905) 546-8255

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

Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Sep 10, 2013	2013_205129_0003	H-000164- 13/H-000175 -13	Critical Incident System

Licensee/Titulaire de permis

OAKWOOD RETIREMENT COMMUNITIES INC.
325 Max Becker Drive, Suite 201, KITCHENER, ON, N2E-4H5

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

THE VILLAGE OF SANDALWOOD PARK
425 Great Lakes Drive, BRAMPTON, ON, L6R-2W8

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

PHYLLIS HILTZ-BONTJE (129)

Inspection Summary/Résumé de l'inspection



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

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

This inspection was conducted on the following date(s): March 25, 26, 28, April 15, 16, 17, 18 and 22, 2013

PLEASE NOTE: The following areas of non-compliance identified as a result of this inspection have been issued and are contained in Complaint Inspection Report # 2013_205129_0004 that was conducted concurrently with this inspection.

[LTCHA s.3(1)(1)] related to the right of residents to be treated with courtesy and respect-issued as a Compliance Order

[LTCHA s.3(1)(2)] related to the right of residents to be protected from abuse-issued as a Compliance Order

[LTCHA s.6(7)] related to ensuring the care set out in the plan of care is provided-issued as a Compliance Order

[LTCHA s.6(10)(c)] related to the residents being reassessed and the plan of care reviewed and revised whenever the care set out has not been successful-issued as a Compliance Order

[O. Reg.79/10 s. 43] related to developing and implementing strategies to meet the needs of residents with cognitive impairments and residents who cannot communicate in the languages used in the home-issued as a Compliance Order

[O. Reg. 79/10 s.53(4)(a)] related behavioural triggers identified, where possible for residents demonstrating responsive behaviours-issued as a Compliance Order

During the course of the inspection, the inspector(s) spoke with residents, regulated and unregulated nursing staff, the Director of Nursing and the General Manager related to Log # H-000164-13 and Log # H-000175-13.

During the course of the inspection, the inspector(s) observed residents, reviewed video recordings made by the home, reviewed resident's clinical records and reviewed the homes policies and procedures.

The following Inspection Protocols were used during this inspection:
Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours



There are no findings of Non-Compliance as a result of this inspection.

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>Legendé</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>



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

Issued on this 23rd day of October, 2013

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

Phyllis Ailtz-Bontje