

**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**Central West Service Area Office  
1st Floor, 609 Kumpf Drive  
WATERLOO ON N2V 1K8  
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Télécopieur: (519) 885-2015**Public Copy/Copie du rapport public**

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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>
Jan 8, 2020	2019_781729_0028	019138-19, 023892-19	Complaint

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**Licensee/Titulaire de permis**Revera Long Term Care Inc.  
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4**Long-Term Care Home/Foyer de soins de longue durée**The Village Seniors Community  
101-10th Street HANOVER ON N4N 1M9**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

KIM BYBERG (729), KATY HARRISON (766)

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

**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): December 16, 17, 18, 19, 23, 31, 2019, and January 2, 3, 6, 7, 2020.**

**The following intakes were completed during the complaint inspection:**

**Log #019138-19, complaint related to sufficient staffing and alleged neglect of a resident;**

**Log #023892-19, complaint related to alleged neglect of a resident.**

**During the course of the inspection, the inspector(s) spoke with Executive Director (ED), Director of Care (DOC), Activation Manager, Registered Nurse (RN), Registered Practical Nurse (RPN), Personal Support Worker (PSW), Security Guard, and residents.**

**CI inspection # 2019\_781729\_0027 was completed concurrently with this complaint inspection.**

**The inspector(s) also observed resident rooms and common areas, observed meal and snack service, observed residents and the care provided to them, reviewed health care records and plans of care for identified residents, and reviewed relevant policies and procedures of the home.**

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

**Continence Care and Bowel Management**

**Prevention of Abuse, Neglect and Retaliation**

**Sufficient Staffing**

**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 13th day of January, 2020**

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

**Original report signed by the inspector.**