

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Hamilton District**  
119 King Street West, 11th Floor  
Hamilton, ON, L8P 4Y7  
Telephone: (800) 461-7137

## Original Public Report

<b>Report Issue Date:</b> June 2, 2023	
<b>Inspection Number:</b> 2023-1392-0004	
<b>Inspection Type:</b> Critical Incident System	
<b>Licensee:</b> Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc.	
<b>Long Term Care Home and City:</b> Chartwell Waterford Long Term Care Residence, Oakville	
<b>Lead Inspector</b> Emma Volpatti (740883)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Brittany Wood (000763)	

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 26, 29-31, 2023

The following intake(s) were inspected:

- Intake #00088044, CI #2908-000015-23 - related to falls prevention and management.

The following intakes were completed in this inspection: Intake #00017883, CI #2908-000003-23, Intake #00022794, CI #2908-000010-23 and Intake #00087511, CI #2908-000013-23 were related to falls.

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

Infection Prevention and Control  
Falls Prevention and Management

## INSPECTION RESULTS

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## **WRITTEN NOTIFICATION: Additional training - direct care staff**

**NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.**

Non-compliance with: O. Reg. 246/22, s. 261 (1) 1.

The licensee has failed to ensure falls prevention and management training was provided to all staff who provide direct care to residents.

### **Rationale and Summary**

All direct care staff complete training on falls prevention and management on an online platform. The course completion record for the year of 2022 indicated that 93.3% of staff completed the falls prevention and management training.

By failing to ensure that all direct care staff were trained on falls prevention and management, there was a potential risk of staff being unaware of the falls prevention program in the home.

**Sources:** Training record for 2022, Interview with DOC

**[000763]**



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**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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