



**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**

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

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Nov 13, 2013	2013_211106_0026	S-000358-13	Other

Licensee/Titulaire de permis

**SIoux LOOKOUT MENO-YA-WIN HEALTH CENTRE
Fifth Avenue South, PO Box 909, SIoux LOOKOUT, ON, P8T-1B4**

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

**WILLIAM A. "BILL" GEORGE EXTENDED CARE FACILITY
75 FIFTH AVENUE, SIoux LOOKOUT, ON, P8T-1K9**

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

MARGOT BURNS-PROUTY (106)

Inspection Summary/Résumé de l'inspection



The purpose of this inspection was to conduct an Other inspection.

This inspection was conducted on the following date(s): September 11, 2013

The following log was reviewed during this inspection: S-000358-13

During the course of the inspection, the inspector(s) spoke with Director of Care (DOC), Registered Practical Nurse (RPN), Personal Support Workers, Dietary Aide, Activity Lead, and Residents

During the course of the inspection, the inspector(s) conducted a walk-through of resident home areas and various common areas, observed a meal service, observed care provided to residents in the home and reviewed resident health care records

**The following Inspection Protocols were used during this inspection:
Residents' Council**

Findings of Non-Compliance were found during this inspection.

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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.)

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

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 85. Satisfaction survey

Specifically failed to comply with the following:

s. 85. (3) The licensee shall seek the advice of the Residents' Council and the Family Council, if any, in developing and carrying out the survey, and in acting on its results. 2007, c. 8, s. 85. (3).

Findings/Faits saillants :



1. On September 24, 2013, the DOC provided the inspector with the following documents:

- "Sioux Lookout Meno-Ya-Win Health Centre Minutes of LTC Accreditation / Program Committee Meeting" dated May 14, 2007,
- "Long Term Care Committee List",
- the agenda for the "Sioux Lookout Meno-Ya-Win Health Centre Chronic/LTC Meeting" dated May 14, 2007.

The minutes indicate that the satisfaction survey was approved by the LTC Committee and the "Long Term Care Committee List" indicates that, no residents were members of this committee. On Sept 11, 2013 the Director of Care was unable to confirm that management sought the advice of the Residents' Council in developing and carrying out the satisfaction survey and in acting on its results.

On September 11, 2013, staff member # S-100, who is one of the Residents' Council's assistants reported that they were unaware if licensee ever sought the advice of the Residents' Council in developing and carrying out the satisfaction survey and in acting on its results. The licensee failed to seek the advice of the Residents' Council in developing and carrying out the satisfaction survey, and in acting on its results. [s. 85. (3)]

Issued on this 13th day of November, 2013

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

A handwritten signature in black ink, appearing to be "M. P. J.", written over a white background within a rectangular box.