



**Ministry of Health and  
Long-Term Care**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Ministère de la Santé et des  
Soins de longue durée**

**Rapport d'inspection  
prévus le Loi de 2007 les  
foyers de soins de longue**

Health System Accountability and Performance  
Division

Performance Improvement and Compliance Branch

Division de la responsabilisation et de la  
performance du système de santé

Direction de l'amélioration de la performance et de la  
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Public Copy/Copie du public

| Date(s) of inspection/Date(s) de l'inspection | Inspection No/ No de l'inspection | Type of Inspection/Genre d'inspection |
|-----------------------------------------------|-----------------------------------|---------------------------------------|
| Aug 22, Sep 4, 6, 2012                        | 2012_027192_0040                  | Complaint                             |

**Licensee/Titulaire de permis**

HALTON HEALTHCARE LTC INC.  
327 REYNOLDS STREET, OAKVILLE, ON, L6J-3L7

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

WYNDHAM MANOR LONG TERM CARE CENTRE  
291 REYNOLDS STREET, OAKVILLE, ON, L6J-3L5

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

DEBORA SAVILLE (192)

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

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

During the course of the inspection, the inspector(s) spoke with the Executive Director, Director of Care, Assistant Director of Care, Registered Practical Nurses, Personal Support Workers, Behaviour Supports Ontario Personal Support Worker, and residents related to H-000230-12, H-001606-12 and H-001728-12.

During the course of the inspection, the inspector(s) observed care provided to residents, reviewed medical records and policy and procedure.

This inspection was conducted concurrently with the Resident Quality Inspection (RQI) 2012\_074171\_0011 (H-001624-12). Evidence related to identified areas of non-compliance LTCHA, 2007 S.O. 2007, c.8, s.6(7) is included in the above inspection report.

The following Inspection Protocols were used during this inspection:

Responsive Behaviours

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

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**



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| Legend                                                                                                                                                                                                                                                                  | Legendé                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WN – Written Notification                                                                                                                                                                                                                                               | WN – Avis écrit                                                                                                                                                                                                                                                                                    |
| VPC – Voluntary Plan of Correction                                                                                                                                                                                                                                      | VPC – Plan de redressement volontaire                                                                                                                                                                                                                                                              |
| DR – Director Referral                                                                                                                                                                                                                                                  | DR – Alguillage 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.) | 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. |
| The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.                                                                                                                                                         | Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.                                                                                                                                                                                        |

Issued on this 6th day of September, 2012

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

Debra Swill6 (192)