



**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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**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 conformité**

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130 Dufferin Avenue 4th floor  
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Téléphone: (519) 873-1200  
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## Public Copy/Copie du public

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<b>Report Date(s) / Date(s) du apport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 24, 2015	2015_226192_0022	003810-15	Complaint

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### **Licensee/Titulaire de permis**

STEEVES & ROZEMA ENTERPRISES LIMITED  
265 NORTH FRONT STREET SUITE 200 SARNIA ON N7T 7X1

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

ST ANDREW'S TERRACE LONG TERM CARE COMMUNITY  
255 St. Andrew's Street CAMBRIDGE ON N1S 1P1

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

DEBORA SAVILLE (192)

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## Inspection Summary/Résumé de l'inspection

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

**This inspection was conducted on the following date(s): April 22 and 23, 2015**

**This complaint inspection related to Info-line IL-37479-LO identifying potential concerns with continence care and transfer techniques was completed concurrently with the following inspections:**

**Critical Incident Inspection 2015\_226192\_0023 related to log numbers 002650-15, 002875-15 and 004719-15 and**

**Follow-up Inspection 2015\_226192\_0024 related to log number L-001835-15.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Resident Care, Resident Care Coordinator, Personal Support Workers, registered staff and residents.**

**The inspector reviewed medical records, incident investigation notes, policy and procedure, observed the provision of care and toured the home areas.**

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

**Continence Care and Bowel Management**

**Personal Support Services**

**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**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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 24th day of April, 2015

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

**Original report signed by the inspector.**