



**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 prévue 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 conformité

Ottawa Service Area Office  
347 Preston St, 4th Floor  
OTTAWA, ON, K1S-3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347, rue Preston, 4ième étage  
OTTAWA, ON, K1S-3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jan 18, 20, 30, 31, Feb 3, 2012	2012_031194_0005	Complaint

**Licensee/Titulaire de permis**

HELLENIC HOME FOR THE AGED INC.  
33 WINONA DRIVE, TORONTO, ON, M6G-3Z7

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

HELLENIC HOME - SCARBOROUGH  
2411 LAWRENCE AVENUE EAST, SCARBOROUGH, ON, M1P-4X1

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

CHANTAL LAFRENIERE (194)

**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 Administrator, Director of Care, Support Care Coordinator, two Registered Nurses, two Registered Practical Nurses, eight Personal Support Workers, four residents and one family member

During the course of the inspection, the inspector(s) reviewed the Continence/Incontinence Guidelines for Care, policy # MRC-E-10.00 dated September 2010; Promoting Continence, policy # MRC-E-10.02 dated September 2010, Continence Care Products, policy # MRC-E-10.04; Bowel Management Program, policy # MRC-E-10.16. Observed two meals provided in two dining rooms. Interviews conducted with staff, residents and family. Two Complaint Inspections were conducted; Log#002279-22 and Log#0022880-11 during this visit by the inspector.

The following Inspection Protocols were used during this inspection:

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

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



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<b>Legend</b> WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	<b>Legendé</b> 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.)  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.

Issued on this 27th day of February, 2012

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

*Chantal Lafrenière*