



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

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

Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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

Division de la responsabilisation et de la performance du
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Licensee Copy/Copie du Titulaire Public Copy/Copie Public

| Date of inspection/Date de l'inspection | Inspection No/ d'inspection | Type of Inspection/Genre d'inspection |
|---|-----------------------------|---------------------------------------|
| 15 April 2011 | 2011_127_9618_15Apr085915 | Critical Incident # H-03115 |

Licensee/Titulaire

The Regional Municipality of Peel, 10 Peel Centre Drive, Suite A, Brampton ON L6T 4B9

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

Malton Village Long Term Care Centre, 7075 Rexwood Road, Mississauga ON L4T 4M1

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

Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127

Inspection Summary / Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection.

During the course of the inspection, the inspector spoke with the director of care.

During the course of the inspection, the inspector reviewed management's investigation files of the incident.

The following Inspection Protocols were used during this inspection:

- Prevention of Abuse, Neglect & Retaliation

Findings of non-compliance were found during this inspection. The following action was taken:

1 WN

NON-COMPLIANCE / Non-respectés
Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

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

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 suivant constituer un avis d'écrit de l'exigences prevue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s. 19 (1):

Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

Findings:

On 15 April 2011, the inspector confirmed the following information:

An incident of verbal abuse occurred involving a resident and an employee of the home. The resident had attempted to retrieve items not intended for him/her and the employee used profane language towards him/her. Signed statements from others who were present indicated they overheard this employee being verbally abusive towards the resident. This employee attended an in-service on 'Prevention, Reporting and Elimination of Abuse of Residents in Long Term Care Homes'.

Signature of Licensee or Representative of Licensee
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division
representative/Signature du (de la) représentant(e) de la Division de la
responsabilisation et de la performance du système de santé.

Trishna Oct 27/11

Report revised for the purpose of publication

Title:

Date:

Date of Report (if different from date(s) of Inspection).