

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District

130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Public Report

Report Issue Date: March 5, 2025

Inspection Number: 2025-1621-0003

Inspection Type:

Proactive Compliance Inspection

Licensee: The Corporation of the Municipality of Chatham-Kent

Long Term Care Home and City: Riverview Gardens, Chatham

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 24 -27, 2025 and March 3 - 5, 2025

The inspection occurred offsite on the following date(s): February 28, 2025

The following intake(s) were inspected:

- Intake: #00140207 related to Proactive Compliance Inspection - 2025

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

- Food, Nutrition and Hydration
- Medication Management
- Safe and Secure Home
- Quality Improvement
- Palliative Care
- Pain Management
- Skin and Wound Prevention and Management
- Resident Care and Support Services

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Residents' and Family Councils
Infection Prevention and Control
Prevention of Abuse and Neglect
Staffing, Training and Care Standards
Residents' Rights and Choices

INSPECTION RESULTS

WRITTEN NOTIFICATION: Duty to Respond

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: FLTCA, 2021, s. 63 (3)

Powers of Residents' Council

s. 63 (3) If the Residents' Council has advised the licensee of concerns or recommendations under either paragraph 6 or 8 of subsection (1), the licensee shall, within 10 days of receiving the advice, respond to the Residents' Council in writing.

The licensee failed to ensure that Residents' Council was responded to, in writing, regarding concerns about the operation of the home within 10 days of receiving the concern. A review of the Residents' Council meeting minutes for the year of 2024, documented concerns brought forward by the residents' council. The Supervisor of Therapeutic Recreation and Volunteer Services (STRVS) stated that the home had not responded to concerns brought forward during residents' council, in writing, within 10 days.

Sources: Residents' Council meeting minutes for 2024 and interview with the STRVS.