



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

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

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

**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

LSAO  
130 Dufferin Street, 4<sup>th</sup> Floor  
LONDON, ON N6A 5R2  
Telephone: (519) 873-1200  
Facsimile: (519) 873-1300

LSAO  
130 rue Dufferin, 4<sup>iem</sup> étage  
LONDON, ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

**Public Copy/Copie du public**

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Apr 11, 2014	2014_228172_0002	L-000423-14	Complaint

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

McGARRELL PLACE  
355 McGarrell Drive, LONDON, ON, N6G-0B1

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

JOAN WOODLEY (172)

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

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

This inspection was conducted on the following date(s): April 8, 2014

During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Care, 2 Registered Practical Nurses, 5 Personal Support Workers, 1 Dietary Aide, the Environmental Manager and 1 Resident.

During the course of the inspection, the inspector(s) made observations of a meal service, interactions between staff and residents, required postings, reviewed policies, training dates, employee concern forms and other relevant documents.

The following Inspection Protocols were used during this inspection:



Prevention of Abuse, Neglect and Retaliation
Reporting and Complaints
Training and Orientation

Findings of Non-Compliance were found during this inspection.

Table with 2 columns: Legend and Legendé. Title: NON-COMPLIANCE / NON - RESPECT DES EXIGENCES. Content includes definitions for WN, VPC, DR, CO, WAO and their French equivalents, and a detailed description of non-compliance with LTCHA requirements and its French translation.



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

---

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 22. Licensee to forward complaints**

**Specifically failed to comply with the following:**

**s. 22. (1) Every licensee of a long-term care home who receives a written complaint concerning the care of a resident or the operation of the long-term care home shall immediately forward it to the Director. 2007, c. 8, s. 22 (1).**

---

**Findings/Faits saillants :**

1. The Licensee has failed to immediately forward any written complaints that were received concerning the care of a resident of the home to the Director.

Interviews with the Executive Director and the Director of Care revealed they had received written Employee Concern Forms related to allegations of resident care not being provided.

Review of Employee Concern forms revealed concerns that resident care was not provided.

Interview with Executive Director revealed the home does not forward any written complaints concerning the care of a resident to the Director when it comes from a staff member, on an Employee Concern Form. [s. 22. (1)]

---

**Issued on this 11th day of April, 2014**

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

Joan L. Woodley RN