



**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  
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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>
Dec 22, 2014	2014_365194_0026	O-001177-14	Complaint

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### Licensee/Titulaire de permis

REGIONAL MUNICIPALITY OF DURHAM  
605 Rossland Road East WHITBY ON L1N 6A3

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

HILLSDALE TERRACES  
600 Oshawa Blvd. North OSHAWA ON L1G 5T9

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

CHANTAL LAFRENIERE (194), CAROLINE TOMPKINS (166)

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## 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): October 30, 2014 and December 5, 2014

During the course of the inspection, the inspector(s) spoke with Administrator

The following Inspection Protocols were used during this inspection:



Prevention of Abuse, Neglect and Retaliation Reporting and Complaints

During the course of this inspection, Non-Compliances were issued.

- 1 WN(s)
- 1 VPC(s)
- 0 CO(s)
- 0 DR(s)
- 0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES	
<p>Legend</p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p>Legendé</p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>



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**WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 101. Dealing with complaints**

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

**s. 101. (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:**

**1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately. O. Reg. 79/10, s. 101 (1).**

**Findings/Faits saillants :**



1. The licensee has failed to ensure that complaints made to the licensee concerning the care of a resident has a response within 10 business days of receipt of the complaint.

A complaint letter dated October 10, 2014 was received by the home, stating that no response to a September 19, 2014 letter had been received. The letter identifies concerns related to care of a resident.

No response was provided to the complainant by the licensee for this letter.

A complaint letter dated September 19, 2014 was received by the home. The letter concludes by asking the home to facilitate a request to the physician about care of a resident.

No response was provided to the complainant by the licensee for this letter.

A complaint letter dated June 16, 2014 was received by the home. The letter outlines concerns related to the operation of equipment related to care of a resident.

No response was proved to the complainant by the licensee for this letter. Review of the licensee's complaint log indicates that no response to this letter would be provided, as there is nothing in the attached letter that has not already been addressed.

A complaint letter dated May 16, 2014 was received by the home, outlining concerns related to the operation of equipment related to care of a resident.

No response was proved to the complainant by the licensee for this letter. Review of the licensee's Complaint log indicates that no response to this letter would be provided. [s. 101. (1) 1.]



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***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance by ensuring that all complaints made to the licensee concerning the care of a resident has a response within 10 business days of receipt of the complaint, to be implemented voluntarily.***

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**Issued on this 22nd day of December, 2014**

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

**Original report signed by the inspector.**