

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007****Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée****Long-Term Care Operations Division  
Long-Term Care Inspections Branch****Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**Hamilton Service Area Office  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 18, 2020	2020_661683_0019	021449-19, 015442- 20, 020112-20	Complaint

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**Licensee/Titulaire de permis**St. Joseph's Health System  
50 Charlton Avenue East Room M146 HAMILTON ON L8N 4A6**Long-Term Care Home/Foyer de soins de longue durée**St. Joseph's Villa, Dundas  
56 Governor's Road DUNDAS ON L9H 5G7**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

LISA BOS (683)

**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): November 2, 3, 4, 5, 6 and 10, 2020.**

**The following intake was completed during this complaint inspection:  
Log #020112-20 was related to nutrition and hydration, personal support services  
and infection prevention and control**

**The following follow up inspections were completed concurrently with this  
complaint inspection:  
Log #015442-20 was related to CO #001 from inspection #2020\_661683\_0008  
regarding LTCHA s. 6 (7)  
Log #021449-19 was related to CO #003 from inspection #2019\_560632\_0020  
regarding O. Reg. 79/10 s. 31 (3)**

**During the course of the inspection, the inspector(s) spoke with the Administrator,  
the Director(s) of Care (DOC), the Resident Care Managers (RCM), the Registered  
Dietitian(s) (RD), registered staff, Personal Support Workers (PSW), residents and  
families.**

**During the course of the inspection, the inspector(s) reviewed resident clinical  
records, internal audits, training records, policies and procedures and observed  
residents during the provision of care.**

**The following Inspection Protocols were used during this inspection:  
Hospitalization and Change in Condition  
Infection Prevention and Control  
Nutrition and Hydration  
Personal Support Services  
Responsive Behaviours  
Sufficient Staffing**

**During the course of this inspection, Non-Compliances were not issued.**

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

**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / DE L'INSPECTION</b>	<b>NO</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
O.Reg 79/10 s. 31. (3)	CO #003	2019_560632_0020		683
LTCHA, 2007 S.O. 2007, c.8 s. 6. (7)	CO #001	2020_661683_0008		683

**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>Légende</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>

**Issued on this 18th day of November, 2020**

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

**Original report signed by the inspector.**