



**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**

**Long-Term Care Homes Division
Long-Term Care Inspections Branch**

**Division des foyers de soins de
longue durée
Inspection de soins de longue durée**

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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
May 13, 2016	2016_457630_0006	036499-15	Complaint

Licensee/Titulaire de permis

Schlegel Villages Inc
325 Max Becker Drive Suite 201 KITCHENER ON N2E 4H5

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

THE VILLAGE OF GLENDALE CROSSING
3030 Singleton Avenue LONDON ON N6L 0B6

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

AMIE GIBBS-WARD (630)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): March 14, 15, 16, 17, 18, 21, 22, 23, 24, 30 and 31, 2016.

This complaint inspection for Log #036499-15 related to resident to alleged resident abuse was completed during the Resident Quality Inspection (RQI).

A Written Notification and Compliance Order identified in this complaint inspection have been issued in the RQI Inspection report # 2016_262523_0016, log # 007195-16 for the following:

O.Reg. 79/10 s. 54 Assessments and strategies to minimize altercations between residents not completed.

LTCHA, 2007 c.8, s. 24 (1) (2) Alleged resident abuse not reported to the Director

O.Reg. 79/10 s. 8 (1) (b) Personal Expressions Program re. documentation not complied with.

LTCHA, 2007 c.8, s. 19 (1) Resident not protected from abuse.

LTCHA, 2007 c.8, s. 22 (1) Licensee not forwarding complaints to the Director.

During the course of the inspection, the inspector(s) spoke with the General Manager, the Director of Care, the Neighbourhood Coordinator, one Registered Practical Nurse, five Personal Support Workers, one family member and two residents.

During the inspection, the Inspector also observed residents and the care provided to them, toured the identified residents' home areas, reviewed health care records and plans of care for the identified residents, reviewed resident/family concerns forms, reviewed internal investigation reports and reviewed relevant policies and procedures of the home.

The following Inspection Protocols were used during this inspection:

Reporting and Complaints

Responsive Behaviours



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)

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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Issued on this 24th day of May, 2016

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

Original report signed by the inspector.