



**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 prévue le Loi de 2007 les foyers de soins de longue**

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

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| Date(s) of inspection/Date(s) de l'inspection | Inspection No/ No de l'inspection | Type of Inspection/Genre d'inspection |
|---|-----------------------------------|---------------------------------------|
| Dec 21, 2011                                  | 2011_024137_0053                  | Critical Incident                     |

**Licensee/Titulaire de permis**

THE HOMEWOOD CORPORATION  
150 DELHI STREET, GUELPH, ON, N1E-6K9

**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**

MARIAN MACDONALD (137)

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

The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector(s) spoke with the General Manager, Assistant Director of Care, Recreation Manager, Registered Practical Nurse, Receptionist, 4 Personal Support Workers, Housekeeper and resident.

During the course of the inspection, the inspector(s) reviewed resident's clinical records, staff education records related to Responsive Behaviours, internal incident report and investigative report and relevant policies and procedures related to Responsive Behaviours.

The following Inspection Protocols were used during this inspection:

Responsive Behaviours

There are no findings of Non-Compliance as a result of this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**



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

Issued on this 21st day of December, 2011

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

*Marian C. McDonald*