



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

**Rapport d'inspection  
prévue le *Loi de 2007  
les foyers de soins de  
longue durée***

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

London Service Area Office  
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**Ministère de la Santé et des Soins de  
longue durée**

Division de la responsabilisation et de la performance du  
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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date of inspection/Date de l'inspection</b> November 5, 2010	<b>Inspection No/ d'inspection</b> 2010-137-2979-05Nov130546	<b>Type of Inspection/Genre d'inspection</b> L-01671 Critical Incident
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**Licensee/Titulaire**  
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 Ave., London, ON N6L0B6

**Name of Inspector/Nom de l'inspecteur**  
Marian C. Mac Donald - # 137

**Inspection Summary/Sommaire d'inspection**

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

During the course of the inspection, the inspector spoke with: General Manager, ADOC, registered staff, program staff and PSW's.

During the course of the inspection, the inspector: reviewed identified resident's records, Missing Resident policy and de-briefing notes from staff meeting.

Findings of Non-Compliance were found during this inspection. The following action was taken:

1 WN  
1 VPC



**NON-COMPLIANCE / (Non-respectés)**

**Definitions/Définitions**

WN – Written Notification/Avis écrit  
VPC – Voluntary Plan of Correction/Plan de redressement volontaire  
DR – Director Referral/Régisseur envoyé  
CO – Compliance Order/Ordre de conformité  
WAO – Work and Activity Order/Ordre: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de la Loi de 2007 les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* a été trouvé. (Une exigence dans la loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1: The Licensee has failed to comply with O. reg. 79/10, s.8(1)(b)**  
8(1) Where the Act or this Regulation requires the licensee of a long-term care home to have, institute or otherwise put in place any plan, policy, protocol, procedure, strategy or system, the licensee is required to ensure that the plan, policy, protocol, procedure, strategy or system, (b) is complied with.

**Findings:**  
1. The Missing Resident Policy in the Emergency Manual was not complied with.

**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, related to ensuring policies are complied with, to be implemented voluntarily.

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division  
representative/Signature du (de la) représentant(e) de la Division de la  
responsabilisation et de la performance du système de santé.

*Marian C. Dowd*

Title: Date:

Date of Report: November 17, 2010