



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des  
Soins de longue durée**

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

**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**

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**Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 27, 2014	2014_179103_0003	O-000934- 13	Complaint

**Licensee/Titulaire de permis**

2109577 ONTARIO LIMITED  
195 Forum Drive, Unit 617, MISSISSAUGA, ON, L4Z-3M5

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

2109577 ONTARIO LIMITED O/A ARBOUR HEIGHTS  
564 Tanner Drive, KINGSTON, ON, K7M-0C3

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

DARLENE MURPHY (103)

**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 24-27, 2014**

**The following logs were included with this inspection: O-000934-13, O-000947-13, O-001222-13 and O-000085-14.**

**During the course of the inspection, the inspector(s) spoke with Associate Directors of Care and the Administrator.**

**During the course of the inspection, the inspector(s) reviewed resident health care records, staffing schedules from January 1, 2014 to date of inspection, home's staffing plan, and the home's emergency plan for violent/aggressive behaviour (Code White).**

**The following Inspection Protocols were used during this inspection:  
Admission and Discharge  
Sufficient Staffing**

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



**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>

Issued on this 27th day of March, 2014

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

*Darlene Murphy*