

**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**

Central West Service Area Office  
1st Floor, 609 Kumpf Drive  
WATERLOO ON N2V 1K8  
Telephone: (888) 432-7901  
Facsimile: (519) 885-2015

Bureau régional de services de Centre  
Ouest  
1e étage, 609 rue Kumpf  
WATERLOO ON N2V 1K8  
Téléphone: (888) 432-7901  
Télécopieur: (519) 885-2015

**Public Copy/Copie du rapport public**

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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>
Mar 22, 2021	2021_773155_0007	000576-21	Complaint

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**Licensee/Titulaire de permis**

Bay Haven Nursing Home Incorporated  
499 Hume Street Collingwood ON L9Y 4H8

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

Bay Haven Nursing Home  
499 Hume Street Collingwood ON L9Y 4H8

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

SHARON PERRY (155)

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**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 12, 15, 16, 17 and 18, 2021.**

**The following intake was completed in this complaint inspection:  
Log 000576-21 related to a complaint regarding trust accounts, staffing and food.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Director of Nursing, Clinical Resource Nurse, Nurse Practitioner, Recreation Manager, Clinical Nurse Manager, Maintenance Worker, Controller, Accounting and Human Resources Assistant, Dietary Manager, Cook, Registered Nurse, Registered Practical Nurse, Personal Support Workers, and residents.**

**During the course of the inspection, the inspector observed resident and staff interactions, and reviewed resident trust account records, payroll and other pertinent documents.**

**This inspection was done concurrently with critical incident system inspection 2021\_773155\_0006.**

**The following Inspection Protocols were used during this inspection:  
Food Quality  
Trust Accounts**

**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****Legend**

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

**Légende**

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
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).

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

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**Issued on this 22nd day of March, 2021****Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**