

**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**

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**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 12, 2021	2021_704682_0003	001086-21	Critical Incident System

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**Licensee/Titulaire de permis**

Chippawa Creek Care Centre Ltd.  
c/o Bella Senior Care Residences 8720 Willoughby Drive Niagara Falls ON L2G 7X3

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

Bella Senior Care Residences  
8720 Willoughby Drive Niagara Falls ON L2G 7X3

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

AILEEN GRABA (682), LESLEY EDWARDS (506)

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

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

**This inspection was conducted on the following date(s): February 3, 4, 5, 8, 9, 10, 11, 12, 16, 17, 18, 19, 22, 23, 24, 25, and 26, 2021.**

**The following Complaint intakes were completed with the Critical Incident System inspection:**

**018807-20 related to skin and wound care management, continence**

**020428-20 related to pain management and change in condition**

**024898-20 related to prevention of abuse and neglect, skin and wound management, housekeeping, falls**

**The following Follow up intake was completed concurrently:**

**020195-20 related to medication**

**During the course of the inspection, the inspector(s) spoke with the Administrator; Director of Care (DOC), Associate Director of Care (ADOC), Resident Support Services Manager, Environmental Services Manager, Office Manager, Physiotherapist, Pharmacist, Restorative Care Aide, front entrance screeners, housekeeping, Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Care Providers (PCP).**

**During the course of the inspection, the inspector(s) toured the home; reviewed investigative notes, staffing schedules, resident health records, meeting minutes, program evaluations, policies and procedures, complaints binder/logs, Critical Incident System (CIS) submissions; observed Infection Prevention and Control (IPAC) practices, residents and provision of care.**

**The following Inspection Protocols were used during this inspection:**

**Falls Prevention**

**Personal Support Services**

**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.

**Issued on this 31st day of March, 2021**

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

**Original report signed by the inspector.**