

**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) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>No de registre</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|-----------------------------------|--|
| Nov 9, 2020                                    | 2020_745690_0018                              | 016327-20                         | Follow up  |

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**Licensee/Titulaire de permis**

The Board of Management for the District of Nipissing East  
400 Olive Street NORTH BAY ON P1B 6J4

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

Cassellholme  
400 Olive Street NORTH BAY ON P1B 6J4

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

TRACY MUCHMAKER (690)

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

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**The purpose of this inspection was to conduct a Follow up inspection.**

**This inspection was conducted on the following date(s): November 2-6, 2020.**

**The following intake was completed in this Follow up inspection:**

**-One log, which was related to compliance order #001 from inspection report #2020\_841679\_0009, where the home was ordered to comply with, LTCHA, 2007, c. 8, s. 20, specific to ensuring that there was a written policy to promote zero tolerance of abuse and neglect of residents, and that the policy was complied with.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Director of Care (DOC), Unit Coordinators (UC), Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW), Care Support Workers (CSW), Housekeepers, and residents.**

**The Inspectors also conducted a daily tour of resident care areas, observed the provision of care and services to residents, observed staff to resident interactions, reviewed relevant health care records, internal records, as well as relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Prevention of Abuse, Neglect and Retaliation**

**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)**

**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**

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| REQUIREMENT/<br>EXIGENCE             | TYPE OF ACTION/<br>GENRE DE MESURE | INSPECTION # /<br>DE L'INSPECTION | NO | INSPECTOR ID #/<br>NO DE L'INSPECTEUR |
|--------------------------------------|------------------------------------|-----------------------------------|----|---------------------------------------|
| LTCHA, 2007 S.O.<br>2007, c.8 s. 20. | CO #001                            | 2020_841679_0009                  |    | 690                                   |

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

| Legend  | Légende  |
|---|--|
| <p>WN – Written Notification<br/>VPC – Voluntary Plan of Correction<br/>DR – Director Referral<br/>CO – Compliance Order<br/>WAO – Work and Activity Order</p>  | <p>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</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 9th day of November, 2020**

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

**Original report signed by the inspector.**