

**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**

Sudbury Service Area Office  
159 Cedar Street Suite 403  
SUDBURY ON P3E 6A5  
Telephone: (705) 564-3130  
Facsimile: (705) 564-3133

Bureau régional de services de  
Sudbury  
159, rue Cedar Bureau 403  
SUDBURY ON P3E 6A5  
Téléphone: (705) 564-3130  
Télécopieur: (705) 564-3133

**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>
Sep 9, 2021	2021_906687_0004	010773-21	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**

LOVIRIZA CALUZA (687), TIFFANY BOUCHER (543)

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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): August 9-13 and 17-20, 2021.**

**The following intake was inspected during this inspection:**

**- One intake related to Compliance Order (CO) #001 from inspection report #2021\_669642\_0015, issued pursuant to the Long-Term Care Homes Act (LTCHA), 2007, s 19.**

**A Complaint Inspection #2021\_906687\_0003 and a Critical Incident System (CIS) Inspection #2021\_906687\_0002 were conducted concurrently with this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Director of Operations, Director of Care (DOC), Manager of Clinical Services, Infection Prevention and Control (IPAC) Manager, Nutrition and Food Service Manager, Dietary Coordinator, Registered Dietitian, Maintenance Coordinator, Registered Practical Nurse (RPN) Lead, Skin & Wound Lead, Unit Manager, Physician, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Resident Care Navigator, Food Service Workers (FSWs), Personal Support Workers (PSWs), Housekeepers, Staff Schedulers, COVID 19 Screeners, residents and family members.**

**The Inspector(s) also conducted a daily walk through of resident care areas, observed the provision of care towards residents, observed staff to resident interactions, reviewed resident's health records, staffing schedules, internal investigations and the home's 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:**

<b>REQUIREMENT/ EXIGENCE</b>	<b>TYPE OF ACTION/ GENRE DE MESURE</b>	<b>INSPECTION # / DE L'INSPECTION</b>	<b>NO</b>	<b>INSPECTOR ID #/ NO DE L'INSPECTEUR</b>
LTCHA, 2007 S.O. 2007, c.8 s. 19.	CO #001	2021_669642_0015		543

**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>Légende</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 16th day of September, 2021**

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

**Original report signed by the inspector.**