



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

**Rapport d'inspection  
prévues le *Loi de 2007  
les foyers de soins de  
longue durée***

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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

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<b>Date(s) of inspection/Date de l'inspection</b>	<b>Inspection No/ d'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
April 19, 20, 21, 2011	2011_162_9510_19Apr083325	Critical Incident M510-000010-11 Log # T-359
<b>Licensee/Titulaire</b>		
Toronto Long-Term Care Homes and Services, 55 John Street, Toronto, ON M5V 3C6		
<b>Long-Term Care Home/Foyer de soins de longue durée</b>		
Castleview Wychwood Towers, 351 Christie Street, Toronto, ON M6G 3C3		
<b>Name of Inspector/Nom de l'inspecteur</b>		
Tiina Tralman, #162		
<b>Inspection Summary/Sommaire d'inspection</b>		

The purpose of this inspection was to conduct an inspection of a CIS report regarding abuse.

During the course of the inspection, the inspectors spoke with:

- Administrator
- Director of Care
- Nurse Manager
- Registered staff
- Personal Care Aides
- Family member/Resident's Power of Attorney
- Activation staff
- Educator

During the course of the inspection, the inspectors:

- Reviewed resident health record.
- Reviewed Policies: Residents' Bill of Rights; Zero Tolerance for Abuse and Neglect; Resident Abuse and Neglect: Investigation and Reporting & Education and Awareness on Prevention of Resident Abuse, Ministry of Health and Long-Term Care Mandatory and Critical Incident Reporting Requirements.
- Reviewed inservice education program provided to staff related to Licensee policies: Residents' Bill of Rights; Zero Tolerance for Abuse and Neglect; Resident Abuse and Neglect: Investigation and Reporting & Education and Awareness on Prevention of Resident Abuse, Ministry of Health and Long-Term Care Mandatory and Critical Incident Reporting Requirements.

The following Inspection Protocols were used in part or in whole during this inspection: Prevention of Abuse and Neglect Inspection Protocol.

Findings of Non-Compliance were found during this inspection. The following action was taken:

1 WN, 1 VPC

### NON-COMPLIANCE / (Non-respectés)

#### Definitions/Définitions

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régisseur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

- 1. Every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.**

**Findings:**

1. The licensee failed to ensure an identified resident was treated with courtesy, respect and dignity.

**Inspector ID #:** 162

**Additional Required Actions:**

**VPC** - pursuant to the *Licensees Act, 2007*, S.O. 2007, c.8, s.152 (2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance to ensure every resident has the right to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity, to be implemented voluntarily.

**Signature of Licensee or Representative of Licensee**  
**Signature du Titulaire du représentant désigné**
**Signature of Health System Accountability and Performance Division  
representative/Signature du (de la) représentant(e) de la Division de la  
responsabilisation et de la performance du système de santé.**

**Title:**
**Date:**
**Date of Report: (if different from date(s) of inspection).**
