

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report	
Report Issue Date: February 22, 2023	
Inspection Number: 2023-1210-0002	
Inspection Type: Complaint	
Licensee: DTOC Long Term Care LP, by its general partner, DTOC Long Term Care MGP (a gener	
Long Term Care Home and City: Chateau Park Long Term Care Home, Windsor	
Lead Inspector Julie DAlessandro (739)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY
<p>The inspection occurred on the following date(s): February 15 and 16, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> Intake: #00012189 - Complaint related to responsive behaviours.

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

- Housekeeping, Laundry and Maintenance Services
- Infection Prevention and Control
- Responsive Behaviours

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INSPECTION RESULTS

WRITTEN NOTIFICATION: Safe and Secure Home

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O.Reg. 246/22, s. 12 (1) 3.

The licensee failed to ensure that the door leading to the maintenance room was kept closed and locked when not being supervised by staff.

During a tour of the Long-Term Care home on February 15, 2023, the maintenance door was observed to have been held open using three pails of fabric softener. Inspector #739 entered the room and there were no staff in the room at the time. The home's Infection Prevention and Control (IPAC) Lead was walking by the room and observed that the door was open.

During an interview with a maintenance worker they stated that they had stepped away from the room for a few minutes.

During an interview with the IPAC Lead they acknowledged that the door should have been closed and locked as it was a non-residential area.

Sources: Observation of the open maintenance room door and interview with a maintenance worker and the home's IPAC Lead.

[739]