



**Ministry of Health and  
Long-Term Care**

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

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

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

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Division de la responsabilisation et de la  
performance du système de santé  
Direction de l'amélioration de la  
performance et de la conformité

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Dec 20, 2012	2012_194170_0001	L-001423- 12; L- 001719-12	Complaint

**Licensee/Titulaire de permis**

REVERA LONG TERM CARE INC.  
55 STANDISH COURT, 8TH FLOOR, MISSISSAUGA, ON, L5R-4B2

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

COLUMBIA FOREST  
650 MOUNTAIN MAPLE AVENUE, WATERLOO, ON, N2V-2P7

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

DIANNE WILBEE (170)

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



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The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): November 27 and 28, 2012.

During the course of the inspection, the inspector(s) spoke with the Executive Director, Director of Care, Associate Director of Care/Behavioural Support Ontario, Registered Practical Nurse, Personal Support Workers, RAI Coordinator, and Residents.

During the course of the inspection, the inspector(s) reviewed: residents' health care records, internal investigation, home's response to a family member, staff education, applicable policies and procedures and toured home areas.

The Inspection related to L-001423-12 and L-001719-12.

Ad-hoc notes were used during this inspection.

Findings of Non-Compliance were found during this inspection.

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<b>Legend</b>	<b>Legendé</b>
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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 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.

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

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**

**Specifically failed to comply with the following:**

s. 6. (1) Every licensee of a long-term care home shall ensure that there is a written plan of care for each resident that sets out,  
(a) the planned care for the resident; 2007, c. 8, s. 6 (1).  
(b) the goals the care is intended to achieve; and 2007, c. 8, s. 6 (1).  
(c) clear directions to staff and others who provide direct care to the resident. 2007, c. 8, s. 6 (1).

s. 6. (3) The licensee shall ensure that the plan of care covers all aspects of care, including medical, nursing, personal support, nutritional, dietary, recreational, social, restorative, religious and spiritual care. 2007, c. 8, s. 6 (3).

**Findings/Faits saillants :**



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- 
1. The licensee did not ensure the plan of care provided clear directions to staff and others who provide direct care to the resident as follows:  
(a) The plan of care for an identified resident did not include the resident's care need for staff to identify themselves to the resident. [s. 6. (1) (c)]
2. The plan of care did not cover all aspects of an identified resident's care requirements specific to behaviours including potential triggers and interventions. [s. 6. (3)]

***Additional Required Actions:***

***VPC - pursuant to the Long-Term Care Homes 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 the plan of care covers all aspects of care, to be implemented voluntarily.***

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Issued on this 20th day of December, 2012

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

*Dianna Skilbee #170*