



**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**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

London Service Area Office  
130 Dufferin Avenue 4th floor  
LONDON ON N6A 5R2  
Telephone: (519) 873-1200  
Facsimile: (519) 873-1300

Bureau régional de services de  
London  
130 avenue Dufferin 4ème étage  
LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

**Public Copy/Copie du 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>
Aug 1, 2018	2018_536537_0020	014413-18	Critical Incident System

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**Licensee/Titulaire de permis**

Copper Terrace Limited  
284 Central Avenue LONDON ON N6B 2C8

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

Copper Terrace  
91 Tecumseh Road CHATHAM ON N7M 1B3

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

NANCY SINCLAIR (537), AMIE GIBBS-WARD (630)

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

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): July 26, 27 and 30, 2018**

**The following intake was inspected regarding allegations of abuse of a resident:  
Log #014413-18/CIS 1115-000028-18**

**The following intakes were inspected at the same time as this critical incident inspection and can be found in a separate report(s):**

**Complaint Inspection #2108\_536537\_0019**

**Regarding staffing at the home:**

**Log #018742-18/IL-58330-LO**

**Log #018750-18/IL-58338-LO**

**Log #016343-18/IL-57754-LO**

**Log #015276-18/IL-57573-LO**

**Log #018408-18/IL-58236-LO**

**Follow up Inspection #2018\_536537\_0021**

**Log #012984-18/CO #001**

**Log #012987-18/CO #002**

**During the course of the inspection, the inspector(s) spoke with the Vice President of Operations (VP Operations), Administrator, Director of Clinical Services, Assistant Director of Care (ADOC), Maintenance Supervisor, one Registered Nurse (RN), two Registered Practical Nurses (RPN), three Personal Support Workers (PSW), one Housekeeping staff, families and residents**

**The inspector(s) also observed residents and the care provided to them, meal service, reviewed health care records and plans of care for identified residents, reviewed policies and procedures of the home, staffing plans and evaluation of the staffing plan.**

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



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)

### NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

#### Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

#### Legendé

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités

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).

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

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



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**Issued on this 27th day of August, 2018**

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

**Original report signed by the inspector.**