



**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**

**Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch**

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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**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 25, 2014	2014_256517_0007	L-000124-14	Complaint

**Licensee/Titulaire de permis**

COPPER TERRACE LIMITED  
284 CENTRAL AVENUE, LONDON, ON, N6B-2C8

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

COPPER TERRACE  
91 TECUMSEH ROAD, CHATHAM, ON, N7M-1B3

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

PATRICIA VENTURA (517)

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

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

**This inspection was conducted on the following date(s): February 14, 2014**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, two Registered Practical Nurses, two Personal Support Workers, four residents and one family member.**

**During the course of the inspection, the inspector(s) Reviewed one resident health record**

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

- Admission Process**
- Dignity, Choice and Privacy**



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Loi de 2007 sur les foyers de  
soins de longue durée

Issued on this 25th day of March, 2014

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

PATRICIA VENTURA