



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

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

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

**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**

**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
Nov 6, 2014	2014_395151_0006	000308.000 360,000361- 14	Critical Incident System

Licensee/Titulaire de permis

VALLEY EAST LONG TERM CARE CENTRE INC.
689 YONGE STREET, MIDLAND, ON, L4R-2E1

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

ELIZABETH CENTRE
2100 Main Street, Val Caron, ON, P3N-1S7

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

MONIQUE BERGER (151)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): October 14,15,16,17, 2014

This inspection related to the following:

Log.:S-000308-14 related to CI:2868-000037-14

Log.:S-000360-14 related to CI:2868-000041-14

Log.:S-000361-14 related to CI:2868-000039-14

During the course of the inspection, the inspector(s) spoke with

- Administrator**
- Acting Director of Care**
- Registered Nurses**
- Personal Support Workers (PSW)**
- Residents**
- Family members**

During the course of the inspection, the inspector(s)

- observed care and service delivery to residents**
- toured the home daily**
- reviewed resident health care records**
- reviewed the home's policies, procedures, protocols and programs in relation to management of responsive behaviours**
- reviewed the home's abuse policy**
- reviewed the home's education records as they related to zero tolerance for abuse**
- reviewed the home's education records as they related to the management of responsive behaviours**

The following Inspection Protocols were used during this inspection:

**Prevention of Abuse, Neglect and Retaliation
Responsive Behaviours**

There are no findings of Non-Compliance as a result of this inspection.



NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

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

Issued on this 6th day of November, 2014

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