



**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  
prévus le Loi de 2007 les  
foyers de soins de longue**

**Health System Accountability and Performance  
Division  
Performance Improvement and Compliance Branch**  
**Division de la responsabilisation et de la  
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<b>Date(s) of inspection/Date(s) de l'inspection</b>	<b>Inspection No/ No de l'inspection</b>	<b>Type of Inspection/Genre d'inspection</b>
May 17, Jun 1, 4, 6, 11, 2012	2012_093145_0019	Complaint

**Licensee/Titulaire de permis**

EXTENDICARE (CANADA) INC.  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

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

EXTENDICARE SOUTHWOOD LAKES  
1255 NORTH TALBOT ROAD, WINDSOR, ON, N9G-3A4

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

KARIN MUSSART (145)

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

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

**During the course of the inspection, the inspector(s) spoke with Director of Care; Program Manager.**

**During the course of the inspection, the inspector(s) Conducted a complaint inspection, L-000455-12; reviewed policies and procedures relating to housekeeping and maintenance; toured Home areas; reviewed resident records.**

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

**Findings of Non-Compliance were found during this inspection.**

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

<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

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.

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 15. Accommodation services**  
**Specifically failed to comply with the following subsections:**

**s. 15. (2) Every licensee of a long-term care home shall ensure that,**  
**(a) the home, furnishings and equipment are kept clean and sanitary;**  
**(b) each resident's linen and personal clothing is collected, sorted, cleaned and delivered; and**  
**(c) the home, furnishings and equipment are maintained in a safe condition and in a good state of repair. 2007, c. 8, s. 15 (2).**

**Findings/Faits saillants :**

1. In a Dining room: walls are scraped near the server.
  - Corner of the dining room short wall (separating the dining room from the lounge) is damaged. Baseboard is loose, and wall scuffed.
  - Scuff marks on the bumper guards by the window.
  - Noted old green tape on the floor. This tape is dirty and worn and covers a gap from a missing flooring seam.
  - Two holes in flooring noted nearby the tape.
  - In a residents room noted that the wall by the washroom was chipped, as was the room door frame.
- [LTCHA, 2007, S.O. 2007. c.8, s. 15 (2)(c)]
2. Noted that one chair and the couch were stained in a lounge.
  - On the main floor, noted that two of the couches were stained.
- [LTCHA, 2007, S.O. 2007. c.8, s. 15 (2)(a)]

**Issued on this 11th day of June, 2012**

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