



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

Sudbury Service Area Office
159 Cedar Street, Suite 603
SUDBURY, ON, P3E-6A5
Telephone: (705) 564-3130
Facsimile: (705) 564-3133

Bureau régional de services de Sudbury
159, rue Cedar, Bureau 603
SUDBURY, ON, P3E-6A5
Téléphone: (705) 564-3130
Télécopieur: (705) 564-3133

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Table with 3 columns: Date(s) of inspection, Inspection No, Type of Inspection. Row 1: Oct 17, 18, 19, 20, 21, 25, Nov 14, 2011; 2011\_050151\_0015; Complaint

Licensee/Titulaire de permis

EXTENDICARE NORTHWESTERN ONTARIO INC
333 York Street, SUDBURY, ON, P3E-4S4

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

EXTENDICARE YORK
333 YORK STREET, SUDBURY, ON, P3E-5J3

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

MONIQUE BERGER (151)

Inspection Summary/Résumé de l'inspection



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

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

- Administrator
- Director of Care
- Assistant Director of Care
- Nurse Manager
- Registered Staff (RNs and RPN's)
- Personal Support Workers (PSWs)
- RAI/MDS Coordinator
- Residents
- Families/visitors

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

- Directly observed the delivery of care and services to residents.
- Conducted daily environmental walk-through the home
- Directly observed dining and meal delivery service,
- Reviewed policies and procedures manuals,
- Reviewed resident health care records
- Reviewed staffing patterns for RNs, RPN and PSWs
- Reviewed home's policies regarding staffing and resident assignments
- Reviewed schedule for October 25, 2011 with contingent changes identified for when staff are working short one PSW
- Reviewed the report of staffing hires and attrition from July 2011 to October 20, 2011

The following Inspection Protocols were used during this inspection:

**Personal Support Services**

**Sufficient Staffing**

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

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

<p><b>Legend</b></p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p><b>Legendé</b></p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>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.)</p>	<p>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.</p>
<p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>



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**Rapport d'inspection  
prévus le Loi de 2007 les  
foyers de soins de longue**

Issued on this 14th day of November, 2011

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

*Monique S. Berger, Inspector 151, RN.*