



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 prévue  
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

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## Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Dec 5, 2018	2018_520622_0031	016624-18, 018489- 18, 023237-18	Critical Incident System

### Licensee/Titulaire de permis

0760444 B.C. Ltd. as General Partner on behalf of Omni Health Care Limited Partnership

2020 Fisher Drive Suite 1 PETERBOROUGH ON K9J 6X6

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

Forest Hill  
6501 Campeau Drive KANATA ON K2K 3E9

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

HEATH HEFFERNAN (622)

## 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): November 19, 20, 27, 28, 29, 30, 2018, December 3, 4, 2018**

**Intake Log #023237-18/ CIS #2834-000017-18 - related to alleged resident to resident physical abuse.**

**Intake Log #018489-18/ CIS #2834-000003-18 - related to a resident fall, hospital transfer and significant change in condition.**

**Intake Log #016624-18/ CIS #2834-000014-18 - incident with injury, hospital transfer and significant change in condition.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care (DOC), The Assistant Director of Care (ADOC), the Environmental Services/Maintenance Manager (ESM), Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW), a housekeeper and residents.**

**During the course of the inspection, the inspector reviewed the critical incident system reports (CIS), the licensee's investigation documentation, an equipment manual and service agreement, ceiling lift inspections, health records, the licensee's policies and procedures specific to Preventative Maintenance, Zero Tolerance of Abuse and Neglect of Residents # AM-6.9, Managing Responsive Behaviours #SM-1.4, MDS Significant Change in Status Assessment and Timelines # RAI-21.5, Neurological Assessment Post Head Injury # CS-12.2, and observed resident care and services.**

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

**Accommodation Services - Maintenance**

**Falls Prevention**

**Hospitalization and Change in Condition**

**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	Légende
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).	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.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	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 5th day of December, 2018**

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

**Original report signed by the inspector.**