



**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

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
May 31, Jun 3, 7, 2011	2011_048175_0003	Complaint

**Licensee/Titulaire de permis**

THE CORPORATION OF THE CITY OF CORNWALL  
 1900 Montreal Rd., CORNWALL, ON, K6H-7L1

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

GLEN-STOR-DUN LODGE  
 1900 MONTREAL ROAD, CORNWALL, ON, K6H-7L1

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

BRENDA THOMPSON (175)

**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 Administrator Donna Derouchie

During the course of the inspection, the inspector(s) Reviewed the Home's Complaint Procedure, Written Complaint submitted by the resident's family January 16, 2011, the home's written acknowledgement letter dated February 15, 2011, the Home's letter of Response to Family, dated January 24, 2011. An observation of Room 2013 was conducted.

The following Inspection Protocols were used in part or in whole during this inspection:

Accommodation Services - Housekeeping

Reporting and Complaints

Findings of Non-Compliance were found during this inspection.

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

Definitions	Définitions
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



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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 O.Reg 79/10, s. 87. Housekeeping**

Specifically failed to comply with the following subsections:

s. 87. (2) As part of the organized program of housekeeping under clause 15 (1) (a) of the Act, the licensee shall ensure that procedures are developed and implemented for,

- (a) cleaning of the home, including,
  - (i) resident bedrooms, including floors, carpets, furnishings, privacy curtains, contact surfaces and wall surfaces, and
  - (ii) common areas and staff areas, including floors, carpets, furnishings, contact surfaces and wall surfaces;
- (b) cleaning and disinfection of resident care equipment, such as whirlpools, tubs, shower chairs, and lift chairs and supplies and devices, including personal assistance services devices, assistive aids, and positioning aids and contact surfaces, using hospital grade disinfectant and in accordance with manufacturer's specifications;
- (c) removal and safe disposal of dry and wet garbage; and
- (d) addressing incidents of lingering offensive odours. O. Reg. 79/10, s. 87 (2).

**Findings/Faits sayants :**

1. An identified resident's room was observed and the Inspector noted the resident's comfortable easy chair with 1- quarter sized greyish stain, central to the cushion. In addition, the back rest on the resident's wheelchair was observed to be heavily soiled.

Issued on this 9th day of June, 2011

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