



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

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

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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

Division de la responsabilisation et de la performance du  
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<b>Date(s) of inspection/Date de l'inspection</b> February 7, 8, 9, 10, 11, 2011	<b>Inspection No/ d'inspection</b> 2011_107_2776_01Feb145415	<b>Type of Inspection/Genre d'inspection</b> CI-2776-000002-11, Log #H-00300
<b>Licensee/Titulaire</b> Heritage Green Nursing Home, 353 Isaac Brock Drive, Stoney Creek, L8J 2J3 fax: 905-573-7151		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Heritage Green Nursing Home, 353 Isaac Brock Drive, Stoney Creek, L8J 2J3 fax: 905-573-7151		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Michelle Warrener - #107		
<b>Inspection Summary/Sommaire d'inspection</b>		
<p>The purpose of this inspection was to conduct a critical incident inspection.</p> <p>During the course of the inspection, the inspector spoke with: The Administrator, Director of Care, Assistant Director of Care, Staff Development Co-ordinator, residents, nursing and dietary staff on all three floors.</p> <p>During the course of the inspection, the inspector: Observed resident care, interviewed residents and staff members, and reviewed an identified resident's clinical record.</p> <p>The following Inspection Protocol was used during this inspection: Safe and Secure Home</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken: LTCHA, 2007, S.O. 2007, c.8, s.6(7) – related to care not provided as specified in the plan of care – CO #003 LTCHA, 2007, S.O. 2007, c.8, s.6(9)1 – related to provision of care not documented - VPC</p> <p><b>Non-Compliance was issued as part of a Follow Up inspection completed during the same dates. See Inspection report H-00224, 2011_101_2776_01Feb145415 for details.</b></p> <p>[ 2 ] WN [ 1 ] VPC [ 1 ] CO: CO #003</p>		

**NON- COMPLIANCE / (Non-respectés)**
**Definitions/Définitions**

**WN** – Written Notifications/Avi écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régleur envoyé  
**CO** – Compliance Order/Ordre de conformité  
**WAO** – Work and Activity Order/Ordre: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.

Title:

Date:

Date of Report: (if different from date(s) of inspection).

*[Handwritten Signature]*  
May 31, 2011