



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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée

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  
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### Public Copy/Copie du public

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Aug 1, 2013	2013_217137_0012	L-000432-13	Critical Incident System

#### Licensee/Titulaire de permis

PEOPLECARE Inc.  
28 William Street North, P.O. Box 460, Tavistock, ON, N0B-2R0

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

HILLTOP MANOR CAMBRIDGE  
42 ELLIOTT STREET, CAMBRIDGE, ON, N1R-2J2

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

MARIAN MACDONALD (137)

#### 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): July 31, 2013

During the course of the inspection, the inspector(s) spoke with Executive Director, Director of Nursing Care, Director of Resident Care, Financial Services Assistant, RAI Coordinator, 1 Registered Practical Nurse, 1 Personal Support Worker, 1 Recreation Aide and 1 Resident.

During the course of the inspection, the inspector(s) observed resident, reviewed internal investigative reports, resident's clinical records, staff education records related to Responsive Behaviours and relevant policies and procedures.

The following Inspection Protocols were used during this inspection:  
Responsive Behaviours

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

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

Legend	Legendé
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.)

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.

Issued on this 1st day of August, 2013

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

Marian C. Mac Donald