

**Inspection Report under
the Long-Term Care
Homes Act, 2007****Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée****Long-Term Care Operations Division
Long-Term Care Inspections Branch****Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**Central East Service Area Office
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Nov 24, 2021	2021_861194_0016	015762-21	Complaint

Licensee/Titulaire de permisHaliburton Highlands Health Services Corporation
7199 Gelert Road Box 115 Haliburton ON K0M 1S0**Long-Term Care Home/Foyer de soins de longue durée**Hyland Crest
6 McPherson Street P.O. Box 30 Minden ON K0M 2K0**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

CHANTAL LAFRENIERE (194)

Inspection Summary/Résumé de l'inspection

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

This inspection was conducted on the following date(s): November 1, 2, 3, 4 and 5, 2021

Inspected complaint Log #015762-21 related to resident rights.

During the course of the inspection, the inspector(s) spoke with Resident, Administrator/Director of Care (DOC), Life Enrichment Manager (LEM), Life Enrichment Aide (LEA), Elections Canada Representative, PSW and Registered Nurse.

During the course of the inspection the inspector reviewed the clinical health record of the identified resident

**The following Inspection Protocols were used during this inspection:
Dignity, Choice and Privacy**

During the course of this inspection, Non-Compliances were issued.

1 WN(s)

1 VPC(s)

0 CO(s)

0 DR(s)

0 WAO(s)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</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>The following constitutes written notification of non-compliance under paragraph 1 of section 152 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>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 3. Residents' Bill of Rights

Specifically failed to comply with the following:

s. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

9. Every resident has the right to have his or her participation in decision-making respected. 2007, c. 8, s. 3 (1).

Findings/Faits saillants :

1. The licensee failed to ensure that a resident's right to have their participation in decision making respected.

The LEA confirmed that the resident was not asked if they wanted to participate in the upcoming election.

The resident stated that voting was very important to them. The resident stated that no one at the home had asked if they wanted to vote in the upcoming election. The resident confirmed that they would have voted if they had been given the opportunity.

A resident's Power of Attorney (POA) confirmed that they had given direction to the home, that the resident would not be participating in the upcoming election. The POA confirmed that the resident had not been consulted about their wishes, to vote in the election. Failing to have the resident right to participate in the decision making respected, impacts the resident's dignity and well being.

Sources: Review of resident's clinical health record, interviews. [s. 3. (1) 9.]

Additional Required Actions:

VPC - pursuant to the Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving compliance by ensuring that the residents right to participate in their decision making is respected, to be implemented voluntarily.

Issued on this 11th day of December, 2021

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

Original report signed by the inspector.