



**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 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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5700 Yonge Street 5th Floor  
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5700 rue Yonge 5e étage  
TORONTO ON M2M 4K5  
Téléphone: (416) 325-9660  
Télécopieur: (416) 327-4486

**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Feb 15, 2017	2016_535557_0014	031951-16	Resident Quality Inspection

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**Licensee/Titulaire de permis**

2063414 ONTARIO LIMITED AS GENERAL PARTNER OF 2063414 INVESTMENT LP  
302 Town Centre Blvd., Suite #200 TORONTO ON L3R 0E8

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

Owen Hill Care Community  
130 OWEN STREET BARRIE ON L4M 3H7

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

VALERIE PIMENTEL (557), JENNIFER BROWN (647)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Resident Quality Inspection inspection.**

**This inspection was conducted on the following date(s): November 14, 15, 16, 17 and 18, 2016.**

**The following complaint was inspected concurrently with the Resident Quality Inspection (RQI):  
Log #006498-14 related to allegations of linen concerns, dining room and bathing.**

**During the course of the inspection, the inspector(s) spoke with the Executive Director (ED), Director of Nursing (DOC), Resident Relations Coordinator (RRC), Environmental Service Supervisor (ESS), Registered Dietitian (RD), Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW), Residents, and Substitute Decision Makers (SDM).**

**During the course of the inspection, the inspectors conducted observations of the residents and the home areas, staff to resident interactions, medication administration, meal service delivery, infection prevention control and practices, reviewed clinical health records, staffing schedules/assignments, laundry delivery system and linen counts, minutes of Residents' Council and Family Council meetings, minutes of relevant committee meetings, and relevant policies and procedures.**

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

**Accommodation Services - Laundry  
Contenance Care and Bowel Management  
Family Council  
Medication  
Nutrition and Hydration  
Personal Support Services  
Reporting and Complaints  
Residents' Council  
Skin and Wound Care**



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	Legendé
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 15th day of February, 2017**

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

**Original report signed by the inspector.**