



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

**Rapport d'inspection  
prevue 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

Hamilton Service Area Office  
119 King Street West, 11<sup>th</sup> Floor  
Hamilton, ON L8P 4Y7

Bureau régional de services de Hamilton  
119, rue King Ouest, 11<sup>ém</sup> étage  
Hamilton, ON L8P 4Y7

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

Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

Telephone: 905-546-8294  
Facsimile: 905-546-8255

Téléphone: 905-546-8294  
Télécopieur: 905-546-8255

Licensee Copy/Copie du Titulaire       Public Copy/Copie Public

<b>Date of inspection/Date de l'inspection</b> 06 April 2011	<b>Inspection No/ d'inspection</b> 2011_127_2844_06Apr091050	<b>Type of Inspection/Genre d'inspection</b> Critical Incident # H-02959
<b>Licensee/Titulaire</b> Revera Long Term Care Inc., 55 Standish Court, 8th Floor, Mississauga ON L5R 4B2		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> The Meadows Long Term Care Centre, 12 Tranquillity Avenue, Ancaster ON L9G 5C2		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127		
<b>Inspection Summary / Sommaire d'inspection</b>		
<p>The purpose of this inspection was to investigate a critical incident related to verbal abuse towards a resident by an employee.</p> <p>During the course of the inspection, the inspector spoke with the administrator and director of care.</p> <p>During the course of the inspection, the inspector reviewed management's investigation files of the incident.</p> <p>The following Inspection Protocols were used during this inspection:</p> <ul style="list-style-type: none"> <li>Prevention of Abuse, Neglect &amp; Retaliation</li> </ul> <p>Findings of non-compliance were found during this inspection. The following action was taken:</p> <p>1 WN</p>		



**NON-COMPLIANCE / Non-respectés**

**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régisseur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: 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'exigences prevue le paragraph 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 prevue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s. 19 (1):

Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

**Findings:**

On 06 April 2011, the inspector confirmed the following information:

A verbal abuse incident occurred involving an employee and a resident. The employee's comments to the resident were overheard by two Long Term Care Homes Inspectors. In an interview that same day with the administrator and director of care, the employee admitted to being frustrated and apologized for the incident. The employee is no longer employed by The Meadows Long Term Care Home. At that time, the identity of the resident was unknown. The administrator interviewed other employees who stated they had not heard anything specifically abusive but the tone of voice of the employee in question was harsh, loud and rude at times. The resident who was involved in the incident was identified and a witness to the incident stated the employee was abrupt and often lost their patience.

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).

24 May 2011