



**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**

**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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Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Mar 13, 2018	2018_435621_0008	000619-18, 000624-18, 000723-18	Follow up

Licensee/Titulaire de permis

City of Greater Sudbury
200 Brady Street PO Box 5000 Stn A SUDBURY ON P3A 5P3

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

Pioneer Manor
960 Notre Dame Avenue SUDBURY ON P3A 2T4

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

JULIE KUORIKOSKI (621), KATHERINE BARCA (625)

Inspection Summary/Résumé de l'inspection



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The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): February 26 - March 2, 2018 and March 5 - 9, 2018.

This inspection was conducted to follow up on:

- An intake regarding compliance order #001, issued during inspection #2017_657681_0015, for Long-Term Care Homes Act (LTCHA) s.20(1) related to the home's policy to promote zero tolerance of abuse and neglect;**
- An intake regarding compliance order #002, issued during inspection #2017_657681_0015, for O.Reg 79/10, s.90(2) related to the home's water temperatures; and**
- An intake regarding compliance order #001, issued during inspection #2017_657681_0013, for LTCHA s.6(7) related to the plan of care.**

Complaint inspection #2018_435621_0006, Other inspection #2018_624196_0006 and Critical Incident System (CIS) inspection #2018_435621_0007 were conducted concurrently with this inspection.

During the course of the inspection, the inspector(s) spoke with the Manager of Resident Care, Program Coordinators, Resident-Assessment-Instrument (RAI) Coordinator, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), Manager of Food Services, Manager of Physical Services, Manager of Administration, Scheduling Clerk, residents and their families.

The Inspectors also conducted a tour of the resident care areas, reviewed resident care records, home policies, relevant staff training and maintenance records, and observed the delivery of resident care and services, including resident-staff interactions.

**The following Inspection Protocols were used during this inspection:
Accommodation Services - Maintenance
Personal Support Services**



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)

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 20. (1)	CO #001	2017_657681_0015		621
LTCHA, 2007 S.O. 2007, c.8 s. 6. (7)	CO #001	2017_657681_0013		621
O.Reg 79/10 s. 90. (2)	CO #002	2017_657681_0015		625



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.

Issued on this 13th day of March, 2018

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

Original report signed by the inspector.