



**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**

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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>
Dec 20, 2016	2016_554541_0036	032327-16, 033001-16	Complaint

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**Licensee/Titulaire de permis**

PROVIDENCE CARE CENTRE  
340 Union Street KINGSTON ON K7L 5A2

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

PROVIDENCE MANOR  
275 SYDENHAM STREET KINGSTON ON K7K 1G7

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

AMBER LAM (541)

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

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

**This inspection was conducted on the following date(s): December 13-16, 2016**

**Two complaints regarding resident care were inspected**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Admission Coordinator, the Programming Manager, the Physiotherapist, a Physiotherapy Aide, Registered Nurses, Registered Practical Nurses, Personal Support Workers, Programming staff and residents. In addition the inspector reviewed relevant health care records and policies.**

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

**Continance Care and Bowel Management**

**Falls Prevention**

**Personal Support Services**

**Reporting and Complaints**

**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.

Issued on this 20th day of December, 2016

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

**Original report signed by the inspector.**