



**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**

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

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

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**Public Copy/Copie du public**

<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>
Apr 1, 2014	2014_179103_0004	O-000860- 13	Complaint

**Licensee/Titulaire de permis**

PROVIDENCE CARE CENTRE  
340 Union Street, KINGSTON, ON, K7L-5A2

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

PROVIDENCE MANOR  
275 SYDENHAM STREET, KINGSTON, ON, K7K-1G7

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

DARLENE MURPHY (103)

**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): March 31-April 1, 2014**

**The following complaint logs were included in this inspection: O-000860-13,  
O-000875-13, O-000880-13, O-000091-14.**

**During the course of the inspection, the inspector(s) spoke with Personal support workers (PSW), Registered Practical Nurses (RPN), the Maintenance Supervisor, the Director of Care (DOC), and the Administrator.**

**During the course of the inspection, the inspector(s) conducted a walk through of all resident areas, reviewed resident health care records, observed resident dining, staff to resident interactions, infection control practices and reviewed maintenance schedule of repairs.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Maintenance  
Nutrition and Hydration  
Personal Support Services  
Reporting and Complaints**

**There are no findings of Non-Compliance as a result of this inspection.**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

**Legend**

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

**Legendé**

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.)

The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.

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 1st day of April, 2014

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

*Darbene Murphy*