



**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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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
Jan 3, 2018	2017_363659_0030	008487-17	Resident Quality Inspection

Licensee/Titulaire de permis

REVERA LONG TERM CARE INC.
5015 Spectrum Way Suite 600 MISSISSAUGA ON 000 000

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

RIVERBEND PLACE
650 CORONATION BLVD. CAMBRIDGE ON N1R 7S6

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

JANETM EVANS (659), SHERRI COOK (633)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): December 20, 21 and 22, 2017.

**The following intakes were completed within this Resident Quality Inspection:
Critical Incident Log # 025542-16\CIS # 2753-000004-16, SAC #13029 related to
resident responsive behaviours.**

**Critical Incident Log # 016389-16\CIS # 2753-000001-16, SAC# 12216 related to
alleged resident to resident abuse.**

**Critical Incident Log # 026069-16\CIS # 2753-000005-16 related to resident fall with
injury.**

**The inspector(s) conducted a tour of the home, reviewed clinical records and plans
of care for relevant residents, pertinent policies and procedures, Residents' and
Family Council minutes. Observations were made of general maintenance,
cleanliness, and condition of the home, infection prevention and control practices,
provision of care, staff to resident interactions, medication administration and
storage areas and required Ministry of Health and Long-Term Care postings.**

**During the course of the inspection, the inspector(s) spoke with the Executive
Director, the Director of Care, the Recreation Manager, the Nutrition Manager, the
Dietitian, the Education Coordinator, the RAI Coordinator, Registered Nurses,
Registered Practical Nurses, Personal Support Workers, the Housekeeper, the
Resident Council President, Family Council Representative, residents and family
members.**

The following Inspection Protocols were used during this inspection:

Continence Care and Bowel Management

Falls Prevention

Infection Prevention and Control

Medication

Nutrition and Hydration

Prevention of Abuse, Neglect and Retaliation

Residents' Council

Responsive Behaviours



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 3rd day of January, 2018

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

Original report signed by the inspector.