



**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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LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
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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>
May 9, 2016	2016_260521_0013	008548-16	Complaint

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**Licensee/Titulaire de permis**

ST. JOSEPH'S HEALTH SYSTEM  
574 Northcliffe Avenue DUNDAS ON L9H 7L9

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

ST JOSEPH'S HEALTH CENTRE, GUELPH  
100 WESTMOUNT ROAD GUELPH ON N1H 5H8

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

REBECCA DEWITTE (521)

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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): April 27, 28, 29, 2016 and  
May 2, 3, 4 and 5, 2016.**

**This inspection was completed concurrently with the Resident Quality Inspection  
#2016\_260521\_0011 #010577-16.**

**During the course of the inspection, the inspector(s) spoke with the  
Administrators, the Director of Care (DOC), the Assistant Director of Care (ADOC),  
three Registered Nurses (RN's), four Registered Practical Nurses (RPN's), fifteen  
Personal Support Workers (PSW's), one Program Lead, one Occupational  
Therapist (OT), one Dietary Aide, one Clinical Lead Recreation, two Receptionists,  
the Family Council Chair, both Resident's Council Presidents.**

**The following Inspection Protocols were used during this inspection:  
Personal Support Services  
Recreation and Social Activities  
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**

<b>Legend</b>	<b>Legendé</b>
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 9th day of May, 2016

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

**Original report signed by the inspector.**