



**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 |
|------------------------------------------------|-----------------------------------------------|--------------------------------------------------------------------------------------|----------------------------------------------------|
| Apr 11, 2018 | 2018_508137_0004 | 017883-17, 018057-17, 027836-17, 028488-17, 000301-18, 000819-18, 003144-18 | Critical Incident System |

Licensee/Titulaire de permis

Regional Municipality of Waterloo
150 Frederick Street KITCHENER ON N2A 4J3

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

Sunnyside Home
247 Franklin Street North KITCHENER ON N2A 1Y5

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

MARIAN MACDONALD (137)

Inspection Summary/Résumé de l'inspection



The purpose of this inspection was to conduct a Critical Incident System inspection.

This inspection was conducted on the following date(s): February, 28, March 1-2 and 4-5, 2018.

The following intakes were completed in a Critical Incident System (CIS) inspection:

Log # 017883-17 and CIS # M578-000035-17; Log # 018057-17 and CIS # M578-000036-17; Log # 027836-17 and CIS # M578-000059-17; Log # 003144-18 and CIS # M578-000006-18 related to alleged staff to resident and resident to resident abuse; Log # 028488-17 and CIS # M578-000061-17 related to medication management; Log # 000301-18 and CIS # M578-000068-17; Log # 000819-18 and CIS # M578-000004-18 related to falls prevention.

The following intakes were completed in a separate concurrent Follow Up inspection:

**Log # 026874-17 related to responsive behaviours;
Log # 026875-17 related to maintenance services.**

During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Resident Care, Resident Care Coordinators, Minimum Data Set - Resident Assessment Instrument (MDS-RAI) Coordinator, Manager of Business Operations, Registered Nurses, Registered Practical Nurses, Personal Support Worker, Consultant Pharmacist, a Pharmacy Student and residents.

The inspector also toured the home, observed care provision and staff to resident interactions, drug destruction of controlled substances, shift to shift count of controlled substances, reviewed risk management reports, internal investigative notes, residents' clinical records, training records related to falls prevention, meeting minutes and relevant policies and procedures.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Medication

Prevention of Abuse, Neglect and Retaliation

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

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.



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Issued on this 11th day of April, 2018

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

Original report signed by the inspector.