

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

**Long-Term Care Operations Division  
Long-Term Care Inspections Branch**

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

Central West Service Area Office  
1st Floor, 609 Kumpf Drive  
WATERLOO ON N2V 1K8  
Telephone: (888) 432-7901  
Facsimile: (519) 885-2015

Bureau régional de services de Centre  
Ouest  
1e étage, 609 rue Kumpf  
WATERLOO ON N2V 1K8  
Téléphone: (888) 432-7901  
Télécopieur: (519) 885-2015

**Public Copy/Copie du rapport public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Sep 23, 2020	2020_750539_0014	004887-20, 008620-20, 010116-20, 010170-20, 011408-20, 012643-20, 014757-20, 015982-20, 016637-20, 017939-20, 018073-20	Critical Incident System

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**Licensee/Titulaire de permis**

Regional Municipality of Waterloo  
150 Frederick Street KITCHENER ON N2G 4J3

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

Sunnyside Home  
247 Franklin Street North KITCHENER ON N2A 1Y5

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

VALERIE GOLDRUP (539), AMANDA OWEN (738)

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

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

**This inspection was conducted on the following date(s): September 8, 9, 10, 2020.**

**The following intakes were inspected in this inspection:**

**Log #: 004887-20, CIS#M578-000030-20, related to an unexpected death.**

**Log#: 008620-20, CIS#M578-000043-20, related to incompetent treatment.**

**Log# 010116-20, CIS#M578-000047-20 and Log# 014757-20, CIS#M578-000056-20 related to alleged abuse and neglect.**

**Log #: 010170-20, CIS#M578-000048-20, Log #: 015982-20, CIS#M578-000059-20, and Log #: 016637-20, CIS#M578-000061-20 related to falls prevention and management.**

**As well, the following intakes were completed in this CIS Inspection:**

**Log #: 011408-20, CIS#M578-000050-20, Log #: 012643-20, CIS#M578-000054-20, Log#: 017939-20, CIS#M578-000064-20, Log #: 018073-20, CIS#M578-000066-20 related to falls.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Manager of Care/ Director of Care (DOC), Assistant Managers of Care, Registered Practical Nurses (RPNs), a Physiotherapist, a Recreation Therapist and Personal Support Workers (PSWs).**

**During the course of the inspection, the inspectors observed resident and staff interactions, and reviewed clinical health records, relevant home policies and procedures, and other pertinent documents.**

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

**Falls Prevention**

**Hospitalization and Change in Condition**

**Personal Support Services**

**Prevention of Abuse, Neglect and Retaliation**

**During the course of this inspection, Non-Compliances were issued.**

**1 WN(s)  
0 VPC(s)  
0 CO(s)  
0 DR(s)  
0 WAO(s)**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

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**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 24.  
Reporting certain matters to Director****Specifically failed to comply with the following:**

**s. 24. (1) A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:**

- 1. Improper or incompetent treatment or care of a resident that resulted in harm or a risk of harm to the resident. 2007, c. 8, s. 24 (1), 195 (2).**
- 2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or a risk of harm to the resident. 2007, c. 8, s. 24 (1), 195 (2).**
- 3. Unlawful conduct that resulted in harm or a risk of harm to a resident. 2007, c. 8, s. 24 (1), 195 (2).**
- 4. Misuse or misappropriation of a resident's money. 2007, c. 8, s. 24 (1), 195 (2).**
- 5. Misuse or misappropriation of funding provided to a licensee under this Act or the Local Health System Integration Act, 2006. 2007, c. 8, s. 24 (1), 195 (2).**

**Findings/Faits saillants :**

1. The licensee has failed to ensure that any person that had reasonable grounds to suspect that improper care had occurred, that resulted in risk of harm to a resident by a staff member, immediately reported the suspicion and the information upon which it was based to the Director.

A staff member was alleged to have improperly cared for a resident where there could have been harm. The incident was reported to a registered staff the day it occurred, however, it was not reported to management until the next day, at which time it was reported to the Director.

There was no harm to the resident and the resident did not appear affected by the staff member's actions.

The home failed to immediately report the alleged improper care of the resident by staff to the Director.

Sources: Critical Incident Report #M578-000056-20, the home's investigative records, and staff interviews. [s. 24. (1)]

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**Issued on this 24th day of September, 2020**

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

**Original report signed by the inspector.**