



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

**Rapport d'inspection  
prevue le Loi de 2007  
les foyers de soins de  
longue durée**

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

Hamilton Service Area Office  
119 King Street West, 11<sup>th</sup> Floor  
Hamilton, ON L8P 4Y7

Bureau régional de services de Hamilton  
119, rue King Ouest, 11<sup>ème</sup> étage  
Hamilton, ON L8P 4Y7

**Ministère de la Santé et des Soins de  
longue durée**

Telephone: 905-546-8294  
Facsimilie: 905-546-8255

Téléphone: 905-546-8294  
Télécopieur: 905-546-8255

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

Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

Date of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
29 and 30 March 2011	2011_127_2739_28Mar160741	Critical Incident # H-00077

**Licensee/Titulaire**  
Rykkka Care Centres LP, 50 Sanmore Road, Suite 205, Toronto ON M6A 1J6

**Long-Term Care Home/Foyer de soins de longue durée**  
Dundurn Place Care Centre, 39 Mary Street, Hamilton ON L8R 3L8

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Marilyn Tone, Long Term Care Homes Inspector – Nursing #167  
Richard Hayden, Long Term Care Homes Inspector – Environmental Health #127

**Inspection Summary / Sommaire d'inspection**

The purpose of this inspection was to investigate a critical incident

During the course of the inspection, the inspectors spoke with the administrator, director of care and nursing staff.

During the course of the inspection, the inspectors reviewed management's investigation files of the incident and made copies of relevant documents.

The following Inspection Protocols were used during this inspection:

- Prevention of Abuse, Neglect & Retaliation

Findings of non-compliance were found during this inspection. The following action was taken:

1WN

**NON-COMPLIANCE / Non-respectés**
**Definitions/Définitions**

**WN** – Written Notifications/Avis écrit  
**VPC** – Voluntary Plan of Correction/Plan de redressement volontaire  
**DR** – Director Referral/Régleur envoyé  
**CO** – Compliance Order/Ordres de conformité  
**WAO** – Work and Activity Order/Ordres: travaux et activités

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

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 suivant constituer un avis d'écrit de l'exigences prevue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prevue par la présente loi" au paragraphe 2(1) de la loi.

**WN #1:** The Licensee has failed to comply with LTCHA, 2007, S.O. 2007, c.8, s. 19 (1):

Every licensee of a long-term care home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

**Findings:**

On 29 and 30 March 2011, the inspectors confirmed the following information:

An incident involving a resident and an employee of the home occurred where the resident was forcefully removed from an area resulting in an injury to the resident. The incident was witnessed by others and the employee admitted to and apologized for what happened in a written statement. This employee had attended an in-service on Institutional Abuse at the home in 2010. Police were contacted by the administrator.

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division  
representative/Signature du (de la) représentant(e) de la Division de la  
responsabilisation et de la performance du système de santé.

*Christine J. M. Jones & R. Hayden*

Revised for the purpose of publication - Sept 29, 2011

Title:

Date:

Date of Report (if different from date(s) of inspection).