

**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
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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jan 12, 2022	2022_750539_0001	017784-21, 018449- 21, 019331-21, 019984-21	Complaint

Licensee/Titulaire de permisLutheran Homes Kitchener-Waterloo
2727 Kingsway Drive Kitchener ON N2C 1A7**Long-Term Care Home/Foyer de soins de longue durée**Trinity Village Care Centre
2727 Kingsway Drive Kitchener ON N2C 1A7**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

VALERIE GOLDRUP (539)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Complaint inspection.

This inspection was conducted on the following date(s): January 5, 6, 7, 2022.

The following intakes were completed in this Complaint inspection:

Log #018449-21, #019331-21, #019984-21, complaints related to infection prevention and control practices, resident's rights and resident's care.

Log #017784-21, Follow-Up to Compliance Order (CO) #001 from inspection #2021_872218_0022, regarding the infection prevention and control program, with a Compliance Due Date (CDD) of December 7, 2021.

During the course of the inspection, the inspector(s) spoke with the Chief Operating Officer (COO), the Acting Director of Care (ADOC), the Infection Prevention and Control Manager (IPAC Manager), the Environmental Services Manager (ESM), a Registered Nurse (RN), a Registered Practical Nurse (RPN), and a Personal Support Worker (PSW).

During the course of the inspection, the inspector toured the home, observed resident and staff interactions, and infection prevention and control practices. They reviewed clinical health records, relevant home policies and procedures, training records, and other pertinent documents.

**The following Inspection Protocols were used during this inspection:
Infection Prevention and Control
Safe and Secure Home**

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)

The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO	INSPECTOR ID #/ NO DE L'INSPECTEUR
O.Reg 79/10 s. 229. (2)	CO #001	2021_872218_0022		539

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

Legend	Légende
<p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</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>

Issued on this 13th day of January, 2022

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

Original report signed by the inspector.