

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

Rapport d'inspection prévue  
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**

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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
Oct 4, 2019	2019_671684_0033	014783-19, 015283- 19, 015284-19, 017146-19	Critical Incident System

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**Licensee/Titulaire de permis**

Unionville Home Society  
4300 Highway #7 MARKHAM ON L3R 1L8

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

Union Villa  
4300 Highway #7 Unionville ON L3R 1L8

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

SHELLEY MURPHY (684), AMANDA BELANGER (736), SHANNON RUSSELL (692),  
STEVEN NACCARATO (744)

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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 16-20, and September 23-27, 2019.**

**The following intakes were inspected upon during this Critical Incident System Inspection:**

- One Critical Incident related to falls prevention;**
- One Critical Incident related to continence care; and,**
- Two Critical Incidents related to resident abuse.**

**Follow Up inspection #2019\_671684\_0034 and Complaint inspection #2019\_671684\_0032 were conducted concurrently with this Critical Incident System inspection.**

**PLEASE NOTE: Non-compliance of a Voluntary Plan of Correction (VPC) related to s. 20 of the LTCHA 2007, were identified in this inspection and have been issued in Inspection Report #2019\_671684\_0034, which was conducted concurrently with this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Chief Executive Officer (CEO), Acting Administrator, Director of Care (DOC), Registered Dietitian (RD), Social Worker (SW), Manager of Recreation, Facility and Environmental Manager, Registered Nurses (RNs), Registered Practical Nurses (RPNs), Personal Support Workers (PSWs), RAI Coordinator, Cook, Dietary Aide, Activity Aide, residents and families.**

**The Inspector also conducted a daily tour of resident care areas, observed the provision of care and services to residents, observed staff to resident interactions, reviewed relevant health care records, internal investigation notes, complaint records, as well as relevant policies and procedures.**

**The following Inspection Protocols were used during this inspection:  
Continence Care and Bowel Management  
Falls Prevention  
Prevention of Abuse, Neglect and Retaliation**

**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**

<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>

Issued on this 7th day of October, 2019

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

**Original report signed by the inspector.**