



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 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

| Report Date(s) / Date(s) du Rapport | Inspection No / No de l'inspection | Log # / No de registre | Type of Inspection / Genre d'inspection |
|--|---------------------------------------|--|--|
| May 2, 2019 | 2019_263524_0015 | 004801-18, 008571- 18, 009435-18, 013631-18, 016365- 18, 018035-18, 024582-18, 025960-18 | Critical Incident System |

Licensee/Titulaire de permis

AXR Operating (National) LP, by its general partners
c/o Revera Long Term Care Inc. 5015 Spectrum Way, Suite 600 MISSISSAUGA ON
L4W 0E4

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

West Oak Village
2370 Third Line OAKVILLE ON L6M 4E2

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

INA REYNOLDS (524), MEAGAN MCGREGOR (721), SAMANTHA PERRY (740)

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): April 29, 30 and May 1, 2019.

The following critical incidents were completed within the inspection:

**Log #004801-18 / CIS #2870-000014-18 related to prevention of abuse and neglect
Log #005075-18 / CIS #2870-000015-18 related to infection prevention and control
Log #008571-18 / CIS #2870-000019-18 related to personal support services
Log #009435-18 / CIS #2870-000020-18 related to responsive behaviours
Log #013631-18 / CIS #2870-000027-18 related to prevention of abuse and neglect
Log #016365-18 / CIS #2870-000031-18 related to prevention of abuse and neglect
Log #018035-18 / CIS #2870-000033-18 related to responsive behaviours
Log #024582-18 / CIS #2870-000040-18 related to prevention of abuse and neglect
Log #025960-18 / CIS #2870-000042-18 related to prevention of abuse and neglect.**

During the course of the inspection, the inspector(s) spoke with the Executive Director, the Director of Care, the Assistant Director of Care, four Registered Practical Nurses, five Personal Support Workers and residents.

The inspector(s) also observed resident care provisions, resident and staff interactions, reviewed residents' clinical records including assessments and care planning interventions, the home's investigation notes and reviewed relevant policies and procedures related to this inspection.

The following Inspection Protocols were used during this inspection:

**Personal Support Services
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

| | |
|---|--|
| <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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Issued on this 2nd day of May, 2019

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

Original report signed by the inspector.