



**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 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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130 Dufferin Avenue 4th floor  
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LONDON ON N6A 5R2  
Téléphone: (519) 873-1200  
Télécopieur: (519) 873-1300

**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 7, 2017	2017_605213_0004	003559-16, 007175-16, 017047-16, 029747-16, 030401-16, 034344-16	Critical Incident System

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**Licensee/Titulaire de permis**

Regency LTC Operating Limited Partnership on behalf of Regency Operator GP Inc. as  
General Partner  
100 Milverton Drive Suite 700 MISSISSAUGA ON L5R 4H1

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

Chartwell Westmount Long Term Care Residence  
200 David Bergey Drive KITCHENER ON N2E 3Y4

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

RHONDA KUKOLY (213)

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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): March 28, 29, 30, 31, April 3, 2017**

**This inspection was completed related to six critical incidents:**

**Log #003559-16, critical incident #2880-000002-16 related to alleged staff to resident abuse.**

**Log #007175-16, critical incident #2880-000004-16 related to alleged staff to resident abuse.**

**Log #017047-16, critical incident #2880-000007-16 related to alleged resident to resident abuse.**

**Log #030401-16, critical incident #2880-000016-16 related to alleged resident to resident abuse.**

**Log #029747-16, critical incident #2880-000015-16 related to alleged staff to resident abuse.**

**Log #034344-16, critical incident #2880-000020-16 related to alleged responsive behaviours and resident to resident abuse.**

**This inspection was completed while in the home concurrently completing the following other inspections:**

**Complaint log #005115-17 related to falls and Log #004916-17, critical incident #2880-000001-17 related to falls.**

**Complaint log #031202-16 related to falls.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, the Co-Director of Care, two Registered Nurses, six Personal Support Workers, the Business Manager, a Laundry Aide and residents.**

**The Inspector also made observations and reviewed health records, education records, internal investigation records, policies and procedures and other relevant documentation.**

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

**Falls Prevention**

**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

#### Legend

WN – Written Notification  
VPC – Voluntary Plan of Correction  
DR – Director Referral  
CO – Compliance Order  
WAO – Work and Activity Order

#### Legendé

WN – Avis écrit  
VPC – Plan de redressement volontaire  
DR – Aiguillage au directeur  
CO – Ordre de conformité  
WAO – Ordres : travaux et activités

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).

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

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.

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 7th day of April, 2017**

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

**Original report signed by the inspector.**