



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

**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**

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

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Oct 18, 2013	2013_163189_0028	T-276-13	Complaint

Licensee/Titulaire de permis

**FRIULI LONG TERM CARE
7065 Islington Avenue, Woodbridge, ON, L4L-1V9**

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

**VILLA LEONARDO GAMBIN
40 Friuli Court, Woodbridge, ON, L4L-9T3**

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

NICOLE RANGER (189)

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): October 10, 2013

During the course of the inspection, the inspector(s) spoke with Administrator, Family Council Chair

During the course of the inspection, the inspector(s) Conducted walk through of home, Observed meal service, Observed staff to resident interactions

**The following Inspection Protocols were used during this inspection:
Reporting and Complaints**

Findings of Non-Compliance were found during this inspection.



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.)

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.

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

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

WN #1: The Licensee has failed to comply with O.Reg 79/10, s. 101. Dealing with complaints

Specifically failed to comply with the following:

s. 101. (1) Every licensee shall ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home is dealt with as follows:

1. The complaint shall be investigated and resolved where possible, and a response that complies with paragraph 3 provided within 10 business days of the receipt of the complaint, and where the complaint alleges harm or risk of harm to one or more residents, the investigation shall be commenced immediately. O. Reg. 79/10, s. 101 (1).



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Findings/Faits saillants :

1. The licensee failed to ensure that every written or verbal complaint made to the licensee or a staff member concerning the care of a resident or operation of the home has been investigated and resolved where possible.

On May 6, 2013, the licensee received a complaint letter from a group of concerned family members of the home, with concerns they have witnessed and expressed to the Administrator, Director of Care, Assistant Director of Care, Family Council and Resident Council. The concerned family members identified issues on the complaint letter such as verbal abuse of residents by staff, staff not responding to residents' request for assistance, medication administered by student nurses and unsupervised by registered staff, registered staff not in attendance in dining room during meal service.

Inspector spoke with Administrator who acknowledge receipt of the letter and reported that these concerns were not investigated by the home. [s. 101. (1) 1.]

Issued on this 18th day of October, 2013

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

A handwritten signature in black ink that reads "Nicole Kamp". The signature is written in a cursive style with a long horizontal flourish at the end.