

**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**London Service Area Office  
130 Dufferin Avenue 4th floor  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Sep 15, 2020	2020_834524_0016	011627-20, 012079- 20, 012525-20, 016926-20	Complaint

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**Licensee/Titulaire de permis**The Corporation of the Municipality of Chatham-Kent  
519 King Street West CHATHAM ON N7M 1G8**Long-Term Care Home/Foyer de soins de longue durée**Riverview Gardens  
519 King Street West CHATHAM ON N7M 1G8**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

INA REYNOLDS (524), KRISTEN MURRAY (731)

**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): August 25, 26, September 8, 9 and 10, 2020.**

**The following Complaint intakes were completed within this inspection:**

**Log #011627-20 related to allegations of neglect**

**Log #012079-20 related to allegations of neglect**

**Log #012525-20 related to allegations of neglect**

**Log #016926-20 related to visitation, continence care and staffing.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Acting Director of Care, Nurse Managers, Registered Practical Nurses, Personal Support Workers, residents and a family member.**

**The inspector(s) also observed resident care provisions, resident and staff interactions, reviewed clinical healthcare records including assessments and care planning interventions for identified residents, and relevant policies and procedures related to this inspection.**

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

**Continence Care and Bowel Management**

**Hospitalization and Change in Condition**

**Sufficient Staffing**

**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 15th day of September, 2020**

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

**Original report signed by the inspector.**