

**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**

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**Public Copy/Copie du rapport public**

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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>
Dec 22, 2021	2021_917213_0014	016283-21, 016376- 21, 018588-21	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

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

Riverview Gardens  
519 King Street West Chatham ON N7M 1G8

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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 Complaint inspection.**

**This inspection was conducted on the following date(s): December 6, 7, 8, 9, 10, 13, 14, 2021.**

**The following intakes were completed in this complaint inspection:**

**log #016283-21, a complaint related to care concerns,**

**log #016376-21, critical incident #M626-000039-21, related to a concern regarding medications,**

**log #018588-21, a complaint related to medications**

**This inspection was completed concurrently with critical incident inspection #2021\_917213\_0013, with findings related to infection, prevention and control issued in that inspection.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of Care, Nurse Managers, the Supervisor of Environmental Services, the Coordinator of Training and Safety, the Volunteer Coordinator, a Chatham-Kent Public Health Unit Inspector, Registered Nurses, Registered Practical Nurses, Personal Support Workers, housekeepers, screening staff, volunteers, residents, visitors and family members.**

**The inspectors also made observations and reviewed health records, training records, policies and procedures, complaint logs, internal investigation records, communications in the home and other relevant documentation.**

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

**Infection Prevention and Control**

**Medication**

**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 22nd day of December, 2021**

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

**Original report signed by the inspector.**