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| <b>Date(s) of inspection/Date(s) de l'inspection</b> | <b>Inspection No/ No de l'inspection</b> | <b>Type of Inspection/Genre d'inspection</b> |
|--|--|--|
| Sep 19, 20, 24, Oct 1, 2012                          | 2012_141190_0028                         | Critical Incident                            |

**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**
**SANDRA FYSH (190)**
**Inspection Summary/Résumé de l'inspection**
**The purpose of this inspection was to conduct a Critical Incident inspection.**
**During the course of the inspection, the inspector(s) spoke with the Administrator, the Director of care, Nursing Manager, Registered Nurses, Registered Practical Nurses, Personal Care Givers, Recreation Staff, Residents and Families.**
**During the course of the inspection, the inspector(s) reviewed the clinical records of five residents, observed residents, staff and ongoing daily functioning of the resident unit, including provision of care, activities and meal service.**
**The following Inspection Protocols were used during this inspection:**
**Responsive Behaviours**
**Findings of Non-Compliance were found during this inspection.**
**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

| Legend  | Legendé  |
|---|--|
| WN – Written Notification   | WN – Avis écrit  |
| VPC – Voluntary Plan of Correction  | VPC – Plan de redressement volontaire  |
| DR – Director Referral  | DR – Aiguillage au directeur   |
| CO – Compliance Order   | CO – Ordre de conformité   |
| WAO – Work and Activity Order   | 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. 53. Responsive behaviours**

Specifically failed to comply with the following subsections:

**s. 53. (1) Every licensee of a long-term care home shall ensure that the following are developed to meet the needs of residents with responsive behaviours:**

1. Written approaches to care, including screening protocols, assessment, reassessment and identification of behavioural triggers that may result in responsive behaviours, whether cognitive, physical, emotional, social, environmental or other.
2. Written strategies, including techniques and interventions, to prevent, minimize or respond to the responsive behaviours.
3. Resident monitoring and internal reporting protocols.
4. Protocols for the referral of residents to specialized resources where required. O. Reg. 79/10, s. 53 (1).

**Findings/Faits saillants :**

1. There are frequent changes to approaches and interventions required for several residents exhibiting behavioural symptoms on the unit.
2. The most current approaches and/or changes to interventions for residents are not always communicated in a consistent place or method.
3. Staff are unclear about the most current approach for specific residents. [O.Reg. 79/10 s.53(1)3]

Issued on this 1st day of October, 2012

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

