



**Ministry of Health and  
Long-Term Care**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Ministère de la Santé et des  
Soins de longue durée**

**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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**Public Copy/Copie du public**

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| <b>Report Date(s) /<br/>Date(s) du rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>Registre no</b> | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|--------------------------------|--|
| May 13, 2016                                   | 2016_457630_0005                              | 029180-15                      | Complaint  |

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**Licensee/Titulaire de permis**

Schlegel Villages Inc  
325 Max Becker Drive Suite 201 KITCHENER ON N2E 4H5

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

THE VILLAGE OF GLENDALE CROSSING  
3030 Singleton Avenue LONDON ON N6L 0B6

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

AMIE GIBBS-WARD (630)

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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): March 14, 15, 16, 17, 18, 21, 22, 23, 24, 30 and 31, 2016.**

**This complaint inspection for Log #029180-15 related to multiple resident care concerns was completed during the Resident Quality Inspection (RQI).**

**A Written Notification and Compliance Order identified in this complaint inspection have been issued in the RQI Inspection report # 2016\_262523\_0016, log # 007195-16 for the following:**

**O.Reg. 79/10 s.8(1)b Resident/family Concerns policy not complied with.**

**O.Reg. 79/10 s.8(1)b Documentation policy not complied with.**

**O.Reg. 79/10 s. 101(2) Licensee did not keep written records of complaints in the home.**

**During the course of the inspection, the inspector(s) spoke with the General Manager, the Director of Care, the Neighbourhood Coordinator, four Personal Support Workers and one resident.**

**During the inspection, the Inspector also observed residents and the care provided to them, observed meal service, reviewed health care records and plans of care for the identified resident, reviewed resident/family concerns forms and reviewed relevant policies and procedures of the home.**

**The following Inspection Protocols were used during this inspection:  
Personal Support Services**

**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**

|   |  |
|---|--|
| <b>Legend</b>   | <b>Legendé</b>   |
| WN – Written Notification<br>VPC – Voluntary Plan of Correction<br>DR – Director Referral<br>CO – Compliance Order<br>WAO – Work and Activity Order   | WN – Avis écrit<br>VPC – Plan de redressement volontaire<br>DR – Aiguillage au directeur<br>CO – Ordre de conformité<br>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.  |

Issued on this 24th day of May, 2016

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

**Original report signed by the inspector.**