

**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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| <b>Report Date(s) /<br/>Date(s) du Rapport</b> | <b>Inspection No /<br/>No de l'inspection</b> | <b>Log # /<br/>No de registre</b>                            | <b>Type of Inspection /<br/>Genre d'inspection</b> |
|--|---|--|--|
| Mar 10, 2021                                   | 2021_722630_0010                              | 020219-20, 023455-<br>20, 001026-21,<br>002505-21, 002909-21 | Critical Incident<br>System                        |

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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), CHRISTINA LEGOUFFE (730)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): February 25, March 1 and 2, 2021.**

**The following Critical Incident (CI) intakes were completed within this inspection:  
Log #001026-21 / CI 2979-000004-21 related to safe medication administration;  
Log #002505-21 / CI 2979-000010-21 related to safe lifts and transfers;  
Log #002909-21 / CI 2979-000012-21 related to falls prevention and management:**

**The following Follow-up intakes were completed within this inspection:  
Log #023455-20 for Compliance Order (CO) #001 from Inspection  
#2020\_722630\_0029 related to the medication management system;  
Log #020219-20 for CO #001 from Inspection #2020\_790730\_0014 related to plan of  
care for oxygen therapy.**

**An Infection Prevention and Control (IPAC) inspection was also completed.**

**During the course of the inspection, the inspector(s) spoke with the General Manager, the Acting Director of Care (DOC), the Infection Prevention and Control (IPAC) Program Lead/Assistant Director of Care, Registered Practical Nurses (RPNs), Housekeepers, Personal Support Workers (PSWs) and residents.**

**The inspectors also observed resident rooms and common areas, observed meal service, observed medication administration, observed IPAC practices within the home, observed residents and the care provided to them, reviewed health care records and plans of care for identified residents, reviewed COVID-19 Directive #3 and Directive #5 for Long-Term Care Homes, reviewed relevant policies and procedures of the home and also reviewed relevant training records.**

**The following Inspection Protocols were used during this inspection:  
Falls Prevention  
Infection Prevention and Control  
Medication  
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)**

**The following previously issued Order(s) were found to be in compliance at the time of this inspection:**

**Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:**

| <b>REQUIREMENT/<br/>EXIGENCE</b>     | <b>TYPE OF ACTION/<br/>GENRE DE MESURE</b> | <b>INSPECTION # /<br/>DE L'INSPECTION</b> | <b>NO</b> | <b>INSPECTOR ID #/<br/>NO DE L'INSPECTEUR</b> |
|--------------------------------------|--|---|-----------|---|
| O.Reg 79/10 s. 114. (3)              | CO #001                                    | 2020_722630_0029                          |           | 630   |
| LTCHA, 2007 S.O. 2007, c.8 s. 6. (1) | CO #001                                    | 2020_790730_0014                          |           | 730   |

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

|   |  |
|---|--|
| <p>Legend</p> <p>WN – Written Notification<br/>VPC – Voluntary Plan of Correction<br/>DR – Director Referral<br/>CO – Compliance Order<br/>WAO – Work and Activity Order</p>  | <p>Légende</p> <p>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</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 10th day of March, 2021**

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

**Original report signed by the inspector.**