



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

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

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

**Rapport d'inspection prévue
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

Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Nov 22, 2018	2018_664602_0027	012038-18, 019254-18, 024523-18, 027481-18	Critical Incident System

Licensee/Titulaire de permis

2109577 Ontario Limited
54 Colonial Crescent OAKVILLE ON L6J 4K9

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

Arbour Heights
564 Tanner Drive KINGSTON ON K7M 0C3

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

WENDY BROWN (602)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): November 8, 9, and 14-16, 2018.

The inspection included:

Log #027481-18 (CIS 2982-000028-18) regarding a fall with injury and transfer to hospital.

Log #012038-18 (CIS 2982-000020-18) regarding a fall with injury and transfer to hospital,

Log #024523-18 (CIS 2982-000026-18) regarding a fall with injury and transfer to hospital, and

Log #019254-18 (CIS 2982-000025-18) regarding alleged resident to resident abuse.

During the course of the inspection, the inspector(s) spoke with residents, Personal Care Providers (PCP), Registered Practical Nurses (RPN), Registered Nurses (RN), the Clinical Resource Nurse (CRN), the Assistant Director of Care (ADOC), a physiotherapy assistant, the Clinical Nurse Manager (CNM), and the Administrator.

In addition, observations of resident care and service delivery on multiple units were completed. A review of electronic records, investigation documentation and relevant Long-Term Care home policies including Falls Prevention and Management Program and Resident Safety - Abuse was also conducted.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours

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>



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Issued on this 22nd day of November, 2018

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

Original report signed by the inspector.