



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

**Rapport d'inspection
prévue le *Loi de 2007
les foyers de soins de
longue durée***

Ministry of Health and Long-Term Care
Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

London Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8

Bureau régional de services de London
291, rue King, 4^{ième} étage
London ON N6B 1R8

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
conformité

Telephone: 519-675-7680
Facsimile: 519-675-7685

Téléphone: 519-675-7680
Télécopieur: 519-675-7685

☐ Licensee Copy/Copie du Titulaire

☒ Public Copy/Copie Public

Date of inspection/Date de l'inspection
February 11, 17, 2011

Inspection No/ d'inspection
2011_105_907_11Feb102651

Type of Inspection/Genre d'inspection
L-00042 Critical Incident

Licensee/Titulaire

Omni Healthcare (CT) GPCO Ltd 161 Bay St. Suite 2430 TD Canada Trust Tower Toronto ON M5J 2S1

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

Country Terrace 10072 Oxbow Dr. RR #3 Komoka ON N0L 1R0

Name of Inspector/Nom de l'inspecteur

June Osborn #105

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection related to resident care.

During the course of the inspection, the inspector spoke with the acting administrator, the clinical care coordinator, 1 RN, 2 RPNs, and 1PSW.

During the course of the inspection, the inspector reviewed policies and procedures, inservices, and the critical incident report.

The following Inspection Protocols were used in part or in whole during this inspection: Prevention of Abuse, Neglect and Retaliation.

☒ Findings of Non-Compliance were found during this inspection. The following action was taken:

2 WN

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Voluntary Plan of Correction/Plan de redressement volontaire
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

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 suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le *Loi de 2007 les foyers de soins de longue durée* à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

WN #1: The Licensee has failed to comply with LTCHA, 2007, S. O. 2007, c. 8, s. 20(2)(b).
(2) At a minimum, the policy to promote zero tolerance of abuse and neglect of residents,
(b) shall clearly set out what constitutes abuse and neglect.

Findings:

1. The licensee has failed to clearly set out what constitutes abuse as inspection reveals that the definitions used in the policy in the Orientation Manual Subject: Employee Abuse/Assault of Resident Section Abuse and the policy called Respect Always are not current with legislation.

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WN #2: The Licensee has failed to comply with LTCHA, 2007, S. O. 2007, c. 8, s. 23(2).

A licensee shall report to the Director the results of every investigation undertaken under clause (1) (a), and every action taken under clause (1) (b).

Findings:

1. The licensee failed to report the results of the investigation by police as noted in the critical incident.

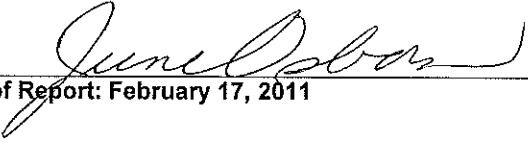
Inspector ID #: 105



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Term Care Homes
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Rapport
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le Loi de 2007 les
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Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.
<i>FAKED TO ADMINISTRATOR/DENIGATE MAR 15/11</i> Title: _____ Date: _____	 Date of Report: February 17, 2011