Ontario

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

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
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☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date of Inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
February 11, 17, 2011	2011_105_907_11Feb102651	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.

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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.
FAXED TO ADMINISTRATOR/DESIGNATE MAR 15/11 Title: Date:	Date of Report: February 17, 2011