

Health System Accountability and Performance
Division
Performance Improvement and Compliance Branch
**Division de la responsabilisation et de la
performance du système de santé**
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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
May 3, 4, 2012	2012_092203_0006	Complaint

Licensee/Titulaire de permis
CARESSANT-CARE NURSING AND RETIREMENT HOMES LIMITED
264 NORWICH AVENUE, WOODSTOCK, ON, N4S-3V9
Long-Term Care Home/Foyer de soins de longue durée
CARESSANT CARE FERGUS NURSING HOME
450 QUEEN STREET EAST, FERGUS, ON, N1M-2Y7
Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs
CARMEN PRIESTER (203)
Inspection Summary/Résumé de l'inspection
The purpose of this inspection was to conduct a Complaint inspection.
During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, 6 Personal Support Workers, 1 Registered Practical Nurse, RAI Coordinator, Resident Care Coordinator.
During the course of the inspection, the inspector(s) Reviewed clinical records, education and training records, policies and observed resident care.
This inspection is related to L-000627-12
The following Inspection Protocols were used during this inspection:
Prevention of Abuse, Neglect and Retaliation
There are no findings of Non-Compliance as a result of this inspection.
NON-COMPLIANCE / NON-RESPECT DES EXIGENCES

Legend	Legendé
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	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 4th day of May, 2012

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

