



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

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

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

**Rapport d'inspection sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Health System Accountability and  
Performance Division  
Performance Improvement and  
Compliance Branch**

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

Ottawa Service Area Office  
347 Preston St, 4th Floor  
OTTAWA, ON, K1S-3J4  
Telephone: (613) 569-5602  
Facsimile: (613) 569-9670

Bureau régional de services d'Ottawa  
347, rue Preston, 4<sup>ième</sup> étage  
OTTAWA, ON, K1S-3J4  
Téléphone: (613) 569-5602  
Télécopieur: (613) 569-9670

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Apr 4, 2014	2014_270531_0008	000200- 14,001240- 13,000132- 14	Complaint

**Licensee/Titulaire de permis**

EXTENDICARE (CANADA) INC.  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

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

EXTENDICARE COBOURG  
130 NEW DENSMORE ROAD, COBOURG, ON, K9A-5W2

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

SUSAN DONNAN (531), JESSICA PATTISON (197)

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



**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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): April 2nd, 3rd, and 4th, 2014.**

**During the course of the inspection, the inspector(s) spoke with a Resident, and Resident family members, two Personal Support Workers, a Registered Practical Nurse, two Registered Nurses, the Director of Care, and the Administrator.**

**During the course of the inspection, the inspector(s) reviewed Resident Health Records including external consultation reports, Critical Incident System Reports, Internal Complaints log, and review of the Doctor's Rounds Book, and observed Resident Care.**

**The following Inspection Protocols were used during this inspection:  
Dignity, Choice and Privacy  
Reporting and Complaints  
Sufficient Staffing**

**Findings of Non-Compliance were found during this inspection.**



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

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité 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.)  The following constitutes written notification of non-compliance under paragraph 1 of section 152 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.  Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



---

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 22. Licensee to forward complaints**

**Specifically failed to comply with the following:**

**s. 22. (1) Every licensee of a long-term care home who receives a written complaint concerning the care of a resident or the operation of the long-term care home shall immediately forward it to the Director. 2007, c. 8, s. 22 (1).**

---

**Findings/Faits saillants :**

1. The licensee has failed to comply with LTCHA 2007, s. 22(1) in that written letters of complaint concerning the care of two residents were not immediately forwarded to the Director.

The following findings are in relation to log O-000200-14.

A letter of complaint addressed to the Administrator related to the care of Long-Term Care Resident #1 was given to the home on a specific date. This letter was received by the Administrator of the home.

On April 3rd, 2014 in an interview with the Director of Care and the Administrator it was confirmed this letter of complaint was not forwarded to the Director. [s. 22. (1)]

2. The following findings are in relation to log O-001240-13.

A letter of complaint addressed to Extendicare related to the care of Long-Term Care Resident #3 was submitted to the home on an identified date. This letter was received by fax at Extendicare Cobourg and Extendicare head office.

On April 4, 2014 during an interview with the Administrator of the home she confirmed that neither she nor another employee at Extendicare forwarded this letter of complaint to the Director. [s. 22. (1)]

---



**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 sous la  
Loi de 2007 sur les foyers de  
soins de longue durée**

**Issued on this 4th day of April, 2014**

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