



**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

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

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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date(s) of inspection/Date de l'inspection</b> October 5 and 21, 2010	<b>Inspection No/ d'inspection</b> 2010_109_2589_21Oct103056 2010_162_2589_05Oct083652	<b>Type of Inspection/Genre d'inspection</b> Complaint T1238
<b>Licensee/Titulaire</b> Revera Long Term Care Inc 55 Standish Court 8 <sup>th</sup> floor Mississauga, Ontario, L5R 4B2 Phone 289-360-1200 Fax 289-360-1201		
<b>Long-Term Care Home/Foyer de soins de longue durée</b> Versa Care Toronto Main		
<b>Name of Inspector(s)/Nom de l'inspecteur(s)</b> Susan Squires (109) Tiina Tralman (162)		
<b>Inspection Summary/Sommaire d'inspection</b>		
<p>The purpose of this inspection was to conduct a complaint inspection.</p> <p>During the course of the inspection, the inspector(s) spoke with: Administrator, Director of Care, Registered Nursing staff, Personal Support Workers, Geriatric Outreach RN, Attending Physician, Resident Care Coordinator, Resident</p> <p>During the course of the inspection, the inspector(s): Reviewed Health Record</p> <p>The following Inspection Protocols were used in part or in whole during this inspection: Minimizing of restraining</p> <p><input checked="" type="checkbox"/> Findings of Non-Compliance were found during this inspection. The following action was taken:  1 WN</p>		



**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. 3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:**

**11. Every resident has the right to,**  
**iv. have his or her personal health information within the meaning of the *Personal Health Information Protection Act, 2004* kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.**

**Findings:**

1. Health records are left in a common area and are accessible to any person(s). The home is not keeping personal health information secure.

**Inspector ID #:** 109

**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.**

**Susan Squires**

**Tiina Tralman**

**Title:**

**Date:**

**Date of Report: (if different from date(s) of inspection).**