



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

**Rapport d'inspection  
prevue 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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Division de la responsabilisation et de la performance du  
système de santé  
Direction de l'amélioration de la performance et de la  
conformité

Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

<b>Date of inspection/Date de l'inspection</b> March 04, 2011	<b>Inspection No/ d'inspection</b> 2011_112_8555_04Mar085057	<b>Type of Inspection/Genre d'inspection</b> Critical Incident L-00309
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**Licensee/Titulaire**  
Ritz Lutheran Villa, RR#5, Mitchell, ON NOK 1NO

**Long-Term Care Home/Foyer de soins de longue durée**  
Ritz Lutheran Villa, Part Lot 16, Con. 2, RR#5, Mitchell, ON NOK 1NO

**Name of Inspector Nom de l'inspecteur**  
Carole Alexander #112

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a critical incident inspection related to allegations of resident abuse and neglect.

During the course of the inspection, the inspector spoke with the Finance Director, Director of Care, and 4 residents

During the course of the inspection, the inspector: reviewed the critical incident, the home's investigation, training and orientation related to abuse and the resident's Bill of Rights.

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  
1 VPC



**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'exigences 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 the Long Term Care Homes Act, S. O. 2007 c.8 s.19. (1)**

Every licensee of a long-term care home shall ensure that each resident of the home shall protect residents from abuse by anyone and shall ensure that residents are not neglected by the licensee or staff.

**Findings:**

On February 19, 2011 a PSW staff member working the evening shift refused to render care required to a minimum of 4 residents.

The following care provisions that were not rendered: resident needing assistance with toileting and bowel care, resident left unclothed and told to render own care, call bells not responded to and one resident left on the commode.

**Inspector ID #:** 112

**WN #2: The Licensee has failed to comply with the Long Term Care Homes Act, S.O. 2007 c.8 s.24(1)2**

A person who has reasonable grounds to suspect that any of the following has occurred or may occur shall immediately report the suspicion and the information upon which it is based to the Director:

2. Abuse of a resident by anyone or neglect of a resident by the licensee or staff that resulted in harm or risk of harm to the resident.

**Findings:**

Allegations of resident abuse and neglect were made on February 19, 2011 and the Director was not notified until February 23, 2011

**Inspector ID #:** 112

**Additional Required Actions:**

VPC - pursuant to the *Long-Term Care Homes Act, 2007*, S.O. 2007, c.8, s.152(2) the licensee is hereby requested to prepare a written plan of correction for achieving with reporting requirements, to be implemented voluntarily.

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.

**Title:** **Date:**

Date of Report: March 09, 2011.