

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

Health System Accountability and
Performance Division
Performance Improvement and Compliance Branch
Ottawa Service Area Office

347 Preston St., 4th Floor
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**Ministère de la Santé
et des Soins de longue durée**

Division de la responsabilisation et de la
performance du système de santé
Direction de l'amélioration de la performance
et de la conformité
Bureau régional de services de Ottawa

347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4
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January 12, 2011

Ms. Sarah Zonnenberg
Administrator
Bon Air Residence
131 Laidlaw Street, South
Cannington ON L0E 1E0

Dear Ms. Zonnenberg:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on November 24, 2010 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the ***Inspection Report-Public Copy*** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely

A handwritten signature in black ink, appearing to read "Caroline Tompkins for".

Caroline Tompkins
LTC Home Inspector – Nurse

c President, Resident's Council
President, Family Council



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

**Rapport d'inspection
prévus le *Loi de 2007
les foyers de soins de
longue durée***

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☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection November 24 2010	Inspection No/ d'inspection 2010_166_2613_29Nov154331	Type of Inspection/Genre d'inspection Log# O-002147
Licensee/Titulaire Chartwell Master Care LP 100 Millverton Drive, Suite 700 Mississauga ON L5R 4H1 Fax 905-501-0813		
Long-Term Care Home/Foyer de soins de longue durée Bon Air Residence 131 Laidlaw Street South Cannington, ON L0E 1E0 Fax 705-432-3331		
Name of Inspector(s)/Nom de l'inspecteur(s) Caroline Tompkins #166 Patricia Powers #157		

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection related to treatment during the provision of care for a resident.

During the course of the inspection, the inspector spoke with: the Administrator/Director of Care, a registered nurse, and a personal support worker. The resident was not able to be interviewed at the time of this inspection.

During the course of the inspection, the inspector: reviewed the resident's clinical records, the witness statements related to the two separate dates the treatment occurred, the home's Resident Abuse Policy and observed the resident in the home area.

The following Inspection Protocol was used during this inspection: Prevention of Abuse and Neglect

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,c.8,s.19 (1) Every Licensee of a long- term care home shall protect residents from abuse by anyone and shall ensure that resident's are not neglected by the licensee or staff.

Findings:

- Documentation identifies that two staff members advised they had observed a registered nursing staff on two separate occasions complete care for a resident while the resident was restrained .These events were reported to have occurred on September 29 and September 30 2010.
- The home advised that during their investigation into these allegations, the registered nursing staff admitted to restraining the resident while providing care.

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WN #2: The Licensee has failed to comply with LTCHA ,2007,c8,s.20(1) Without in any way restricting the generality of duty provided for in section 19,every licensee shall ensure that there is a written policy to promote zero tolerance of abuse and neglect of residents, and shall ensure that the policy is complied with.

Findings:

- The home has a written zero abuse policy that states "All staff members are required to report any abuse immediately to the Administrator, Director of Care or designate". The two incidents of restraining a resident during care occurred on September 29 and September 30 2010 and were not reported to the management of the home until October 6 and October 7 2010. the reporting time period did not comply with home's policy,

Inspector ID #: # 166

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: (if different from date(s) of inspection).

December 16 110