

**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
Ottawa ON K1S 3J4
Telephone: 613-569-5602
Facsimile: 613-569-9670

**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
Téléphone: 613-569-5602
Télécopieur: 613-569-9670



November 24, 2010

Ms. Shayne Hoelke
Administrator
Bonnechere Manor
470 Albert Street
Renfrew ON K7V 4L5

Dear Ms. Hoelke:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on September 23, 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 cursive script, appearing to read "Kathleen".

Kathleen Smid
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
September 23, 2010

Inspection No/ d'inspection
2010_161_9506_09Sep135945

Type of Inspection/Genre d'inspection
Critical Incident
Log # O-000033

Licensee/Titulaire

County of Renfrew, 9 International Drive Pembroke, Ontario K8A 6W5
Phone 613-735-7288 Fax 613-735-2081

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

Bonnechere Manor, 470 Albert Street Renfrew Ontario K7V 4L5
Phone 613-432-4873 Fax 613-432-7138

Name of Inspector(s)/Nom de l'inspecteur(s)

Kathleen Smid (ID#161)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a critical incident inspection #M506-000036-10 which occurred on June 30, 2010.

During the course of the inspection, the inspector spoke with members of the management team including the Administrator Shayne Hoelke and Director of Care Violet Rossy.

During the course of the inspection, the inspector reviewed the health record of Phyllis Campbell.

The following Inspection Protocol was used in part or in whole during this inspection: Fall Prevention Inspection Protocol

There are no findings of Non-Compliance as a result of this inspection.

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.**

Kathleen Smid LTH Inspector

Title:

Date:

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

Oct 1 2010