

**Ministry of Health and Long-Term Care**Health System Accountability and Performance Division
Performance Improvement and Compliance Branch**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 conformitéLondon Service Area Office
291 King Street, 4th Floor
London ON N6B 1R8Telephone: 519-675-7680
Facsimile: 519-675-7685Bureau régional de services de London
291, rue King, 4^{ième} étage
London ON N6B 1R8Téléphone: 519-675-7680
Télécopieur: 519-675-7685

Inspection Report under the LTC Homes Act, 2007 ☒ Public Copy ☐ Licensee Copy		Rapport d'inspection prévue de la Loi de 2007 les foyers de soins de longue durée ☐ Copie du Titulaire ☐ Copie de la Publique	
Date(s) of inspection/Date de l'inspection August 5, 2010		Inspection No/ d'inspection 2010-145-2730- 05Aug094543	Type of Inspection/Genre d'inspection Critical Incident -2730-000041-10
Licensee/Titulaire Caressant Care Nursing and Retirement Homes Limited 264 Norwich Ave. Woodstock, ON N4S 3V9			
Long-Term Care Home/Foyer de soins de longue durée Caressant Care on Bonnie Place 15 Bonnie Place St. Thomas, Ontario N5R 5J6			
Name of Inspector(s)/Nom de l'inspecteur(s) Karin Mussart (ID# 145); Marian MacDonald (ID#137)			
Inspection Summary/Sommaire d'inspection			
The purpose of this inspection was to conduct a Critical Incidence inspection The inspection was conducted by the two (2) inspector(s) identified above. The inspection occurred on August 5, 2010 with the two (2) inspector(s) being present on that day. During the course of the inspection, the inspector(s) spoke with: Members of the Management team including the Administrator; Environmental Services Manager; the Corporate Representative; and the Resident involved in the Critical Incident. The following Inspection Protocols were used in part or in whole during this inspection: Safe and Secure Home 1 Findings of Non-Compliance were found during this inspection. The following action was taken: 1 WN			

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.

NON- COMPLIANCE / (Non-respectés)

Definitions/Définitions

WN – Written Notifications/Avis écrit
VPC – Plan of correction/Plan de redressement
DR – Director Referral/Régisseur envoyé
CO – Compliance Order/Ordres de conformité
WAO – Work and Activity Order/Ordres: travaux et activités

WN#1: The Licensee has failed to comply with: O. Regulation 79/10 s. 230 (8)
The licensee shall keep current all arrangements with community agencies, partner facilities and resources that will be involved in responding to emergencies.

Findings:

1. Arrangements with community agencies and partner facilities is not current within the Emergency Plan.

Inspector ID#: 145/137

Required Compliance Date: October 1, 2010

Signature of Licensee or Designated Representative
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).
August 12, 2010