



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

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

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

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

**Health System Accountability and Performance**

**Division**

**Performance Improvement and Compliance Branch**

**Division de la responsabilisation et de la  
performance du système de santé**

**Direction de l'amélioration de la performance et de la  
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**Public Copy/Copie du public**

| <b>Date(s) of inspection/Date(s) de<br/>l'inspection</b> | <b>Inspection No/ No de l'inspection</b> | <b>Type of Inspection/Genre<br/>d'inspection</b> |
|----------------------------------------------------------|------------------------------------------|--------------------------------------------------|
| Mar 28, Apr 2, 3, 20, 2012                               | 2012_139163_0007                         | Mandatory Reporting                              |

**Licensee/Titulaire de permis**

NEW ORCHARD LODGE LIMITED  
3000 STEELES AVENUE EAST, SUITE 700, MARKHAM, ON, L3R-9W2

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

EXTENDICARE VAN DAELE  
39 Van Daele Street, Sault Ste Marie, ON, P6B-4V3

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

DIANA STENLUND (163)

**Inspection Summary/Résumé de l'inspection**

The purpose of this inspection was to conduct a Mandatory Reporting inspection.

During the course of the inspection, the inspector(s) spoke with the acting Administrator, registered staff, personal support workers (PSWs), and residents.

During the course of the inspection, the inspector(s) walked through resident home areas, observed resident care, reviewed health care records, critical incident information, in service/training documentation, and policies and procedures.

The following Inspection Protocols were used during this inspection:

Falls Prevention

Prevention of Abuse, Neglect and Retaliation

Responsive Behaviours

Findings of Non-Compliance were found during this inspection.

**NON-COMPLIANCE / NON-RESPECT DES EXIGENCES**

| Legend                                                                                                                                                                                                                                                                  | Legendé                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WN – Written Notification                                                                                                                                                                                                                                               | WN – Avis écrit                                                                                                                                                                                                                                                                                    |
| VPC – Voluntary Plan of Correction                                                                                                                                                                                                                                      | VPC – Plan de redressement volontaire                                                                                                                                                                                                                                                              |
| DR – Director Referral                                                                                                                                                                                                                                                  | DR – Aiguillage au directeur                                                                                                                                                                                                                                                                       |
| CO – Compliance Order                                                                                                                                                                                                                                                   | CO – Ordre de conformité                                                                                                                                                                                                                                                                           |
| WAO – Work and Activity Order                                                                                                                                                                                                                                           | WAO – Ordres : travaux et activités                                                                                                                                                                                                                                                                |
| 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 non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD. |
| The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.                                                                                                                                                         | Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.                                                                                                                                                                                        |

**WN #1: The Licensee has failed to comply with LTCHA, 2007 S.O. 2007, c.8, s. 6. Plan of care**

**Specifically failed to comply with the following subsections:**

**s. 6. (7) The licensee shall ensure that the care set out in the plan of care is provided to the resident as specified in the plan. 2007, c. 8, s. 6 (7).**

**Findings/Faits saillants :**

1. The licensee has not ensured that the care set out in the plan of care is provided to the resident as specified in the plan. Inspector interviewed the Acting Administrator on March 29, 2012 about a resident who had a fall in December 2011 which resulted in a fracture of the right humerus. The Acting Administrator indicates that the PSW who was responsible for the care of the resident on that day and shift did not assist the resident as required in the plan of care with regards to toileting. It was explained to the inspector that when the PSW heard the bed alarm go off the PSW peaked in through the doorway and thought the resident had already made their way to the bathroom, however the PSW did not enter the room and assist the resident with toileting. The Acting Administrator reported that it is assumed that the resident likely fell on the return from the bathroom. The plan of care for the resident prior to the fall indicated that they required a one person assist for toileting, however the PSW did not provide this assistance. This resident did not receive the care as specified in their plan of care. [LTCHA, 2007 S.O. 2007, c.8,s.6(7)]

**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 compliance to ensure that all residents receive the care as specified in their plans of care, to be implemented voluntarily.**

**Issued on this 20th day of April, 2012**



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Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs

*Diana Stenlund, #163*