



**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***

Ministry of Health and Long-Term Care

Health System Accountability and Performance Division
Performance Improvement and Compliance Branch

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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

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Date(s) of inspection/Date de l'inspection
November 18, 2010

Inspection No/ d'inspection
2010_134_2709_18Nov110643

Type of Inspection/Genre d'inspection
Critical Incident
Log # O-001364

Licensee/Titulaire

New Orchard Lodge Limited [a subsidiary of Extendicare (Canada) Inc.]
3000 Steeles Avenue East, Suite 700;
Markham, ON L3R 9W2
Fax #: (905) 470-5588

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

Ext. West End Villa, 2179 Elmira Drive, Ottawa, ON K2C 3S1
Fax #: (613) 829-3504

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

Colette Asselin # 134

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an inspection related a critical incident regarding an altercation between two residents.

During the course of the inspection, the inspector spoke with 6 Personal Support Workers, the Administrator, the Director of Nursing, the Registered Practical Nurse, the nurse in charge of the unit and with one resident.

During the course of the inspection, the inspector reviewed the health records of the 2 residents and observed both residents' behaviors.

The following Inspection Protocols were used during this inspection:

- Personal Support and Services
- Responsive Behaviors

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



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.

Inspector ID #: 134

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: November 26, 2010