



**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
prévus 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
conformité**

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Public Copy/Copie du public

Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Nov 8, 9, 15, 22, 2011	2011_050151_0016	Critical Incident
Licensee/Titulaire de permis		
FOYER HEARST - MATTICE - SOINS DE SANTE 67-15th Street, P.O. Box 1538, HEARST, ON, P0L-1N0		
Long-Term Care Home/Foyer de soins de longue durée		
FOYER DES PIONNIERS 67 15TH STREET, P.O. BOX 1538, HEARST, ON, P0L-1N0		
Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs		
MONIQUE BERGER (151)		
Inspection Summary/Résumé de l'inspection		

The purpose of this inspection was to conduct a Critical Incident inspection.

During the course of the inspection, the inspector(s) spoke with

- Administrator
- Director of Care
- Assistant Director of Care
- Nurse Manager
- Registered Staff (RNs and RPNs)
- Personal Support Workers (PSWs)
- Housekeeping Aide
- Residents
- Families/visitors

During the course of the inspection, the inspector(s)

- Observed the delivery of care and services to residents.
- Observed staff to resident inter-action.
- Observed the resident when interacting with others,
- Conducted daily walk-through the home
- Observed the resident during dining and meal service,
- Reviewed policies and procedures in relation to responsive behavior management,
- Reviewed code white protocol (staff assistance required),
- Reviewed resident health care records
- Reviewed staff education records for the last year.

The following Inspection Protocols were used during this inspection:

Responsive Behaviours

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

Issued on this 22nd day of November, 2011



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

Monique G. Berger (151)