

**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., 4<sup>th</sup> 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<sup>ième</sup> étage  
Ottawa ON K1S 3J4  
Téléphone: 613-569-5602  
Télécopieur: 613-569-9670



November 25, 2011

Ms. Lisa Gibson  
Administrator  
Helen Henderson Nursing Home  
343 Amherst Drive  
Amherstview ON K7N 1X3

Dear Ms. Gibson:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on November 3 and 4, 2011 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

  
Wendy Berry  
LTC Home Inspector – Environmental Health

- c President, Resident's Council
- President, Family Council



**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**

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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 3, 4, 2011                                | 2011_028102_0024                  | Critical Incident                     |

**Licensee/Titulaire de permis**

GIBSON HOLDINGS (ONTARIO) LTD  
343 Amherst Drive, Amherstview, ON, K7N-1X3

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

HELEN HENDERSON NURSING HOME  
343 Amherst Drive, Amherstview, ON, K7N-1X3

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

WENDY BERRY (102)

**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 the Director of Care, Assistant Administrator, Maintenance person, and the security system contractor.

During the course of the inspection, the inspector(s) toured the original section of the home that is referred to as Reception one and Reception two, reviewed and observed the operation of the newly installed resident staff communication and response system.

The following Inspection Protocols were used during this inspection:

Safe and Secure Home

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

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



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| Legend                                                                                                                                                                                                                                                                  | Legendé                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WN – Written Notification<br>VPC – Voluntary Plan of Correction<br>DR – Director Referral<br>CO – Compliance Order<br>WAO – Work and Activity Order                                                                                                                     | WN – Avis écrit<br>VPC – Plan de redressement volontaire<br>DR – Aiguillage au directeur<br>CO – Ordre de conformité<br>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 4th day of November, 2011

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