

**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., 4th 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^{ième} étage
Ottawa ON K1S 3J4
Téléphone: 613-569-5602
Télécopieur: 613-569-9670



October 25, 2011

Ms. Janice Wilkes
Administrator
Hallowell House
13628 Loyalist Parkway
Picton ON K0K 2T0

Dear Ms. Wilkes:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted on November 9 and 10, 2010 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,

A handwritten signature in dark ink, appearing to read "Paul Miller".

Paul Miller
LTC Home Inspector – Nursing

c President, Resident's Council
President, Family Council



**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

Ottawa Service Area Office
347 Preston St., 4th Floor
Ottawa ON K1S 3J4

Bureau régional de services d'Ottawa
347, rue Preston, 4^{ième} étage
Ottawa ON K1S 3J4

**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

Telephone: 613-569-5602
Facsimile: 613-569-9670

Téléphone: 613-569-5602
Télécopieur: 613-569-9670

☐ Licensee Copy/Copie du Titulaire ☒ Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection November 9-10, 2010	Inspection No/ d'inspection 2010_143_891_10Nov082434	Type of Inspection/Genre d'inspection Complaint Log #O-001366
--	--	--

Licensee/Titulaire

Revera Long Term Care, 55 Standish Court, 8th floor, Mississauga, Ontario L5R 4B2 Fax# 289-360-1201

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

Hallowell House, 13628 Loyalist Parkway, Picton, Ontario K0K 2T0 Fax # 613-476-1566

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

Paul Miller (ID#143)

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a Complaint inspection related to resident to resident abuse and staff abuse.

During the course of the inspection, the inspector spoke with: Personal Support Workers, the Assistant Director of Nursing, the Program Manager and Registered Nurse and Registered Practical Nurse as well as a family member.

During the course of the inspection, the inspector reviewed resident health care record, reviewed 24 hour Nursing Reports, internal incident reports, reviewed abuse policies and procedures and observed care provided on Sunset Court.

The following Inspection Protocol was used during this inspection:
Prevention of Abuse and Neglect Inspection Protocol

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

☐ Findings of Non-Compliance were found during this inspection.

