



**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 sous la
Loi de 2007 sur les foyers de
soins de longue durée**

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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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
Sep 10, 2013	2013_205129_0003	H-000164- 13/H-000175 -13	Critical Incident System

Licensee/Titulaire de permis

OAKWOOD RETIREMENT COMMUNITIES INC.
325 Max Becker Drive, Suite 201, KITCHENER, ON, N2E-4H5

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

THE VILLAGE OF SANDALWOOD PARK
425 Great Lakes Drive, BRAMPTON, ON, L6R-2W8

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

PHYLLIS HILTZ-BONTJE (129)

Inspection Summary/Résumé de l'inspection



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

This inspection was conducted on the following date(s): March 25, 26, 28, April 15, 16, 17, 18 and 22, 2013

PLEASE NOTE: The following areas of non-compliance identified as a result of this inspection have been issued and are contained in Complaint Inspection Report # 2013_205129_0004 that was conducted concurrently with this inspection.

[LTCHA s.3(1)(1)] related to the right of residents to be treated with courtesy and respect-issued as a Compliance Order

[LTCHA s.3(1)(2)] related to the right of residents to be protected from abuse-issued as a Compliance Order

[LTCHA s.6(7)] related to ensuring the care set out in the plan of care is provided-issued as a Compliance Order

[LTCHA s.6(10)(c)] related to the residents being reassessed and the plan of care reviewed and revised whenever the care set out has not been successful-issued as a Compliance Order

[O. Reg.79/10 s. 43] related to developing and implementing strategies to meet the needs of residents with cognitive impairments and residents who cannot communicate in the languages used in the home-issued as a Compliance Order

[O. Reg. 79/10 s.53(4)(a)] related behavioural triggers identified, where possible for residents demonstrating responsive behaviours-issued as a Compliance Order

During the course of the inspection, the inspector(s) spoke with residents, regulated and unregulated nursing staff, the Director of Nursing and the General Manager related to Log # H-000164-13 and Log # H-000175-13.

During the course of the inspection, the inspector(s) observed residents, reviewed video recordings made by the home, reviewed resident's clinical records and reviewed the homes policies and procedures.

The following Inspection Protocols were used during this inspection:
Prevention of Abuse, Neglect and Retaliation

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.



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Issued on this 23rd day of October, 2013

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

Phyllis Ailtz-Bontje