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**Licensing Inspection Report ( Annual Inspection )**

Facility: GLEN HAVEN MANOR CORP  
Address: 739 EAST RIVER RD.  
NEW GLASGOW NS, B2H 5E9  
Date(s) of Inspection: July 9 & 10, 2019

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**Requirements resulting from licensing inspection:**

1. LTCPR 7.1.5  
The licensee shall ensure the policies listed in Appendix A and accompanying procedures, and any other policies and procedures deemed necessary by the licensee, are developed, documented and implemented.
2. LTCPR 7.2.2  
The licensee shall ensure policies and procedures regarding the establishment of a functioning resident council are developed and followed. This includes a process for managing the funds raised through council activities.
3. LTCPR 11.1.8  
The licensee shall ensure formalized performance management processes that evaluate staff members' performance annually, and more frequently as necessary, are in place.
4. LTCPR 11.1.2  
The licensee shall ensure pre-employment Vulnerable Sector Checks are completed for staff members, students and volunteers at the time of hire and are maintained on file.
5. HSCR 25(1), LTCPR 6.2.13  
Every home for special care shall have a medical health advisor who shall be a duly qualified medical practitioner.
6. LTCPR 9.2.1 a  
The licensee shall ensure there is a documented All Hazards Plan which is reviewed a minimum of every three years and revised as necessary to ensure the plan is current. The All Hazards Plan shall address: emergency evacuation, emergency relocation, emergency expansion, emergency isolation, bomb threat/suspicious package, external air exclusion, chemical spill, violent person and facility access control.

- 7.** HSCR 27(4), 9.2.3.c  
The licensee shall ensure the Staff Call Back Plan is activated a minimum of once per year to determine the ability of staff members to respond in emergency situations.
- 8.** HSCR 23(2)(a)  
In addition to the information listed in Form IV, all of the following information must be kept in each resident's file in a home for special care licensed by the Minister of Health and Wellness: the care plan for the resident.
- 9.** LTCPR 7.3.6  
Requirements for Nursing Homes - The licensee shall ensure minutes of family council meetings are maintained and include resolution or action on identified concerns or issues. Minutes are available and easily accessible for viewing.
- 10.** LTCPR 9.2.4.a  
The licensee shall ensure there is a documented Fire Safety Plan, in accordance with the National Fire Code, that is reviewed a minimum of annually and revised as necessary to ensure the plan is current.
- 11.** HSCR 41(4), LTCPR 8.5.5.c  
A verbal order for medication accepted under subsection (2) or (3) must be set-down in writing and signed by the medical practitioner, nurse practitioner or pharmacist who issued the verbal order no later than 72 hours after the verbal order was issued.
- 12.** HSCR 24(2)  
No person shall disclose a record or any part of a record relating to a resident or any information contained therein except in the course of his duty or when required by law.
- 13.** LTCPR 6.5.9  
The licensee shall ensure supervision and assistance are provided during meals, snacks and other food related activities as necessary.
- 14.** LTCPR 8.4.10  
The licensee shall ensure if bars of soap and other personal care items are used in resident rooms, they are designated for the use of one resident and are not shared.
- 15.** LTCPR 6.3.10  
Additional Requirements for Nursing Homes - The licensee shall ensure each resident's plan of care is based on the risks and needs identified in the interdisciplinary assessments referenced in section 6.1, Additional Requirements for Nursing Homes, and the resident's choice.

- 16.** LTCPR 9.2.2 a  
The licensee shall ensure there is a documented Business Continuity Plan that addresses the operational recovery and continuity of services in the face of a disaster, labour disruption or other major outage. The Business Continuity Plan includes the following: hazard, vulnerability and risk assessment, mission critical activities, recovery strategies, loss of electrical power, water, heat, ventilation and waste water services, loss of information technology (computer / telephone / fax) priorities, geographic footprint and pandemic situation (pandemic planning is undertaken and completed in accordance with direction received from the Department of Health and Wellness.)
- 17.** LTCPR 7.1.7  
The licensee shall ensure the home's policies are reviewed a minimum of every three years, or more frequently as required to ensure they are current, and they are revised as needed.
- 18.** HSCR 21  
It is a term and condition of every license that the licensee shall comply with the Acts and regulations, and any orders or directions of an appropriate authority, respecting fire, safety, health and sanitary requirements.
- 19.** LTCPR 8.5.15  
The licensee shall ensure discontinued and expired medications are disposed in a safe and appropriate manner.
- 20.** LTCPR 6.1.5  
Additional Requirements for Nursing Homes - The licensee shall ensure residents have an interdisciplinary assessment of risk, functional abilities, cognition, skin integrity, nutrition, oral health (see section 6.6), pain and discomfort, falls risk, and recreation, initiated upon admission to the home and completed within two weeks.
- 21.** HSCR 27(11), LTCPR 9.2.4.g  
No person shall be maintained in a home for special care or any part thereof that is not approved by a Fire Marshal with respect to fire safety.
- 22.** LTCPR 6.6.1, LTCPR 6.6.2  
The licensee shall ensure an oral health assessment is initiated on admission and completed by staff within two weeks. Any risks relating to oral status (such as pain, swelling, bleeding, broken or decayed teeth, debris and food particles) are documented on admission and monitored regularly by staff in order to initiate appropriate referrals to dental professionals, when required and desired by the resident or authorized designate, and to inform daily mouth care planning.
- 23.** LTCPR 6.5.2.c  
The licensee shall ensure the following processes are developed and followed: labeling of food in refrigerators and discarding of expired food.