
Licensing Inspection Report (Semi-Annual Inspection)

Facility: OAKWOOD TERRACE

Address: 10 MOUNT HOPE AVE
DARTMOUTH NS,
B2Y 4K1

Date(s) of Inspection: October 2, 2019

Requirements resulting from licensing inspection:

1. LTCPR 8.1.5 & 8.1.6
The licensee shall ensure a process is in place to review the results of the resident and family satisfaction survey and to develop and implement appropriate changes, and the results of the survey are summarized, with resident/authorized designate/family identifiers removed, and are available and easily accessible for viewing.
2. LTCPR 9.2.2.a & 9.2.2.c
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, labor 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; 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.). The Business Continuity Plan is to be reviewed a minimum of annually and revised as necessary to ensure it is current.
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. HSCR 20C, LTCPR 7.2.3
The licensee shall ensure resident council meetings are held monthly. Residents and/or authorized designates are notified of meetings in advance and are encouraged to participate.
5. HSCR 27(1), 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: facility access control.
6. HSCR 20A(1) & 20A(2), LTCPR 9.1.1 & 9.1.2
The licensee shall ensure essential services continue to be provided to residents when there is a reduction in the number of available staff members due to a labour-management dispute. A labour disruption contingency plan, which may be included in the business continuity plan, is developed in consultation with service partners as appropriate.