

Ministry of Health  
and Long-Term Care

Interim Director  
Long-Term Care Inspections Branch  
Long-Term Care Homes Division

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Ministère de la Santé  
et des Soins de longue durée

Directrice intérimaire  
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December 1, 2017

Mr. James Lavelle, President  
Caressant Care Nursing and Retirement Homes Ltd.  
254 Norwich Avenue  
Woodstock, ON N4S 3V9  
Fax : (519)539-9601

Dear Mr. Lavelle:

**Re: Suspension of Admissions to Caressant Care Woodstock**

On January 25, 2017, pursuant to section 50 of *the Long-Term Care Homes Act, 2007 (LTCHA)*, I directed the Placement Coordinator for Caressant Care Woodstock at the South West Local Health Integration Network (LHIN), to cease authorizing admissions to Caressant Care Woodstock. The direction was effective from January 25, 2017 until further notice.

I am now writing to notify you that the directive to cease admissions is to be lifted effective Monday, December 4<sup>th</sup>, 2017. This decision is based on the results of recent inspections and the fact that all the outstanding Orders have now been returned to compliance.

Attached is a copy of the letter instructing the South West LHIN to resume admissions at Caressant Care Woodstock effective December 4<sup>th</sup>, 2017. Please work with the Placement Coordinator assigned to your home to develop and implement a gradual and mutually satisfactory plan to resume admissions to safely meet the needs of all residents. This admission plan must be supported by an effective staffing deployment plan across all departments of the home. Prior to implementing your admission plan, please provide a copy of your staffing and fill rate plan to the London Service Area Office. These documents can be forwarded to Neil Kikuta at the following address: [neil.kikuta@ontario.ca](mailto:neil.kikuta@ontario.ca).

If you have any questions, please contact Peggy Skipper, London Service Area Office Manager, at (519) 873-1299 or Lynne Haves, Senior Manager, Long-Term Care Inspection Branch (LTCIB) at (905) 897-4601.

Sincerely,

Karen Simpson  
Director under the *Long-Term Care Homes Act, 2007*  
Long-Term Care Inspections Branch

- c. Kelly Gillis, Interim Co-CEO, South West LHIN  
Donna Ladouceur, Interim Co-CEO, South West LHIN  
Tim Dengate, Chief Operating Officer, Caressant Care Nursing and Retirement Homes Limited  
Joanne Dykeman, Executive Vice President, Operations, Sienna Senior Living  
Kim Leuszler, Vice President of Quality Improvement, Caressant Care Woodstock  
Lynne Haves, Senior Manager, Enforcement and Compliance, (MOHLTC)  
Peggy Skipper, Manager, Compliance Inspection, London Service Area Office, (MOHLTC)