

2011 Licensing Inspection Report

Wendigo Lake Expeditions Inc.

Lot 4, Concession 9 (Ballantyne Township, District of Parry Sound)

Review conducted by: Petula Labonte
Program Assistant, MCYS

Prepared for: Allan Hampel
Finance Manager

Heather J. Topps
A/Program Supervisor

On site review conducted: December 6, 7, 2011

2011 Licensing Inspection Report for Wendigo Lake Expeditions Inc.

IDENTIFYING INFORMATION	
Name of Residence:	Wendigo Lake Expeditions Inc.
Address of Residence	Lot 4, Concession 9, Ballantyne Township District of Parry Sound
Residence Telephone Number:	705-386-2376
Site Contact	Stephen Glass
Name of Licensee	Wendigo Lake Expeditions Inc.
Name of Executive Director	Stephen Glass
Agency Address	Wendigo Lake Expeditions Inc. PO Box 2000, South River, ON, P0A 1X0
Agency Telephone Number	Same as above
Agency Contact:	Stephen Glass
Incorporation	Wendigo Lake Expeditions Inc.
Capacity	18 male aged (13) thirteen to (17) seventeen
Ministry of Children and Youth Services Program Supervisor	Heather J. Topps

REVIEW DATA	
Reviewer:	Petula Labonte, Program Assistant, MCYS
Date of Review:	December 6,7, 2011

Program Description: Wendigo Lake Expeditions Inc. operates a therapeutic adventure based program for male adolescents aged (13) thirteen to (17) seventeen. Currently, this program is licensed to serve up to 18 male adolescents. Key targets of changes are substance abuse and addiction, school success, anger management, relationships and communication skills as well as self efficacy. Mainly, this program focuses on wilderness expeditions and academic achievement. There is an on-site Section 23 classroom to accommodate all youth participating in this program.

License Review Process: Prior to the site visit, a serious occurrence report of all incidences reported to the Ministry since the previous licensing inspection was reviewed. Based on this report, there were no outstanding issues to be resolved. Also, there were no identifiable patterns which would indicate a problem in meeting licensing requirements. The agency's policies and procedures were reviewed as well.

The two day review included a physical inspection of the Wendigo Lake Expeditions Inc. facilities, interviews with 3 residents in care, interviews with 3 staff members, the review of case and personnel files as well as review of all daily logs and records. The licensee interview was conducted with Mr. Stephen Glass, Executive Director on the last day of the on site visit.

Mandatory Certificates Requested

The following mandatory documents were provided by the licensee and placed on file:

- Proof of inspection by the local health authorities
- Proof of inspection by local fire authorities
- Proof of adequate insurance coverage
- Proof of inspection of fuel fired heating equipment by a qualified contractor
- Proof of inspection of fire alarm system and fire extinguisher by a qualified contractor
- A completed Form #28: renewal for a license to operate a children's residence

Please note that Wendigo Lake Expeditions Inc. is located in an unorganized township, with no local service board or fire department. Previous attempts by Wendigo Lake Expeditions Inc. to contract services from South River and Machar township have proven unsuccessful. On site fire pumps and hydrants have been strategically placed near existing facilities. Training has been provided to staff in the safe operation of the existing equipment. Emphasis has been placed on the safety of residents first with containment being a secondary issue. Residents have been instructed on the proper course of action to be taken in the case of a fire.

Physical Inspection: The physical inspection was conducted on the morning of December 6, 2011 along with Andrew Torrance, Supervisor of Risk Management, Training and Recruitment for Wendigo Lake Expeditions Inc. The sleeping accommodations, washrooms, kitchen and classroom buildings were inspected.

All over the counter and prescribed medication is stored in a locked cabinet in the nurse's office. All first aid kits for outdoor trips and on site are refreshed by the nurse on a regular basis. The food supplies in cupboards, refrigerators and basement storage are clearly sufficient. All poisonous and hazardous substances are kept in locked storage rooms.

The physical inspection of these sites indicates continued compliance in regards to all health and safety licensing requirements.

Review of records: The Serious Occurrence Log, the Meal Menus, Registry, Staff Schedules, Medication Log, Fire Drills Log, Nightly Check log were reviewed.

The menus posted in the dorms and kitchen entrance show that residents receive well balanced meals that consist of a variety of nutritional foods on a daily basis. The medication log is kept in the nurse's office. The serious occurrence log is updated on a timely basis. The fire file contains certificates of inspection by Superior Safety Inc., fire drill reports and all necessary documentation. There are no secure isolation rooms.

All records are well organized and complete.

Review of Case Records: A total of three case records were reviewed for this licensing inspection. (Matt T., Cody C., and Gareth M.)

It is evident all resident files are regularly updated as information changes or becomes available and contains all of the required information. Much of the residents' personal information and history is obtained during the interview process conducted by staff at Wendigo Lake Expeditions Inc. This interview is completed prior to the arrival and formal admission of all residents.

Case records observed are well organized and complete.

Review of Personnel Files: A total of three personnel files were reviewed during this inspection (Taylore M., Jesse A., Gordon D.) All files contained a training transcript listing course titles, course numbers, status and trained date, which were signed and dated by Supervisors. The orientation training for new staff lasts up to a week and covers all of the agency's policies and procedures such as emergency procedures, physical restraints education, permitted disciplinary measures. It is obvious that training opportunities for all staff are offered on a regular basis and is a priority for this organization.

All files reviewed are well organized, complete and compliant.

Interviews with Residents: Three residents, Gareth, Cody and Matt were interviewed on the morning of December 7th, 2011. All three residents shared their thoughts openly and were quite positive about their experiences at Wendigo Lake Expeditions Inc. It is evident that these students are well informed about their rights and responsibilities, complaint procedures and the fire safety measures and procedures.

Two of the three residents indicated how much they appreciated the unique classroom setting. They also were very proud of their academic successes in this program as they completed courses for credits. One of the residents interviewed referred proudly to his bracelets to demonstrate his success at achieving different levels of the program.

All three students indicated that they were involved in their plan of care and invited to discuss their thoughts and opinions openly during meetings. They said they are very well fed and liked the variety of the food. They are also involved in the organization and packing of nutrition for their wilderness expeditions. Overall, all three residents interviewed shared that they are always treated fairly by staff and that they see the benefits of their treatment program.

The interviews with residents indicated full compliance of licensing requirements.

Interviews with staff: Three staff members, Taylore, Jesse and Nigel were interviewed on the morning of December 7th, 2011. All three shared that an orientation session/training was received as part of their hiring process. Part of this training included the introduction of the policies and procedures accessible on electronic tablets/Kindles. They all confirmed that they are well aware of child protection and disclosure requirements, serious occurrence reporting expectations and the requirements for physical restraints education and debriefing.

Staff confirmed that residents are encouraged to participate in religious or cultural events. To accommodate these needs, an Aboriginal Elder visits the facilities regularly for residents who wish to participate in smudging or sweat lodge ceremonies. In addition, a multi-faith minister visits the facilities to offer services and reading materials, as needed.

It was confirmed that special diet needs of residents are also accommodated. Currently, the needs of a vegetarian resident are being met. He is encouraged to create his own menu along with kitchen staff.

The interviews with staff indicate full compliance of licensing requirements.

Interview with Licensee

The licensee interview was conducted with Mr. Stephen Glass, Executive Director on the afternoon of December 7th, 2011.

It was confirmed that the organization's policies and procedures which were forwarded to the ministry, on a disk a month ago, are current and up to date. There is however a plan to update the policies and procedures in upcoming months. These updated documents will be forwarded to the ministry.

Mr. Glass also shared that Wendigo Lake Expeditions Inc. has new and increased internet capacity which allows the development of a new internal communication tool called Best Notes. This computerized system will enhance staff communication for case management and will also improve research capacity.

The licensee interview indicates full compliance of licensing requirements.

Licensing recommendation: Based on the physical inspection of the Wendigo Lake Expeditions Inc. facilities, resident and staff interviews and review of all logs and records on December 6th and 7th, 2011, it was found that this organization is operating a fully compliant residential program.

It is recommended that a regular license be granted to Wendigo Lake Expeditions Inc. for a full year, with an expiry date of September 14, 2012.