

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: March 27, 2025
Inspection Number: 2025-1272-0001
Inspection Type: Proactive Compliance Inspection
Licensee: Jarlette Ltd.
Long Term Care Home and City: Collingwood Nursing Home, Collingwood

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 18 - 20, 24 - 27, 2025

The following intake(s) were inspected:

- Intake: #00142330: Proactive Compliance Inspection

The following **Inspection Protocols** were used during this inspection:

- Skin and Wound Prevention and Management
- Resident Care and Support Services
- Food, Nutrition and Hydration
- Medication Management
- Residents' and Family Councils
- Infection Prevention and Control
- Safe and Secure Home
- Prevention of Abuse and Neglect
- Staffing, Training and Care Standards
- Quality Improvement
- Residents' Rights and Choices

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Menu planning

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 77 (1) (e)

Menu planning

s. 77 (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,

(e) includes a choice of other available entrées and side dishes at all three meals and a choice of other desserts at lunch and dinner, to meet residents' specific needs or food preferences;

The licensee has failed to ensure that a side dish was available for lunch. The home's lunch menu listed carrot salad as a side option. A resident did not like the carrot salad and therefore did not receive a side dish.

Sources: Lunch meal service observation, Interview with dietary aide, home's 4 week menu, resident's care plan.

WRITTEN NOTIFICATION: Dining and snack service

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 1.

Dining and snack service

Ministry of Long-Term Care

Long-Term Care Operations Division
Long-Term Care Inspections Branch

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

1. Communication of the seven-day and daily menus to residents.

The licensee failed to ensure that the additional available side dishes were communicated to residents in the seven-day and daily menus. Culinary manager stated that there were additional side options available in the kitchen if a resident does not like the offered side dish, however this was not communicated on the posted menus.

Sources: Posted daily menu, meal service observation, therapeutic week at a glance menu, posted week at a glance menu, interview with Culinary Manager.