



**Inspection Report  
under the *Long-Term  
Care Homes Act, 2007***

**Rapport d'inspection  
prévue le *Loi de 2007  
les foyers de soins de  
longue durée***

**Ministry of Health and Long-Term Care**  
Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch

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**Ministère de la Santé et des Soins de  
longue durée**

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Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
December 10, 2010	2010_144_2576_10Dec122421	Complaint L-01825 IL-15668-LO

**Licensee/Titulaire**  
Grosvenor Health Care Partnership, 150 Water Street South, Cambridge, ON., N1R 3E2

**Long-Term Care Home/Foyer de soins de longue durée**  
Country Village Health Care, 440 County Road 8, R. R. #2, Woodslee, ON., N0R 1V0

**Name of Inspector(s)/Nom de l'inspecteur(s)**  
Carolee Milliner (#144)

**Inspection Summary/Sommaire d'inspection**

The purpose of this inspection was to conduct a complaint inspection related to alleged resident abuse & dietary services.

During the course of the inspection, the inspector spoke with the Administrator, Food Service Supervisor, one cook, one dietary aide, one RPN, one PSW, 3 family members and 5 residents.

During the course of the inspection, the inspector reviewed the home Non-Abuse and Menu Planning Policies, Mandatory In Service records for 2010, food menu's from November 1/10 to December 9/10, completed a tour of the kitchen and observed the lunch meal in one dining room

The following Inspection Protocols were used in part or in whole during this inspection:  
Dining Observation.

There are no findings of Non-Compliance as a result of this inspection.



NON-COMPLIANCE / (Non-respectés)

Definitions/Définitions

- WN – Written Notifications/Avis écrit
- VPC – Voluntary Plan of Correction/Plan de redressement volontaire
- DR – Director Referral/Régisseur envoyé
- CO – Compliance Order/Ordres de conformité
- WAO – Work and Activity Order/Ordres: travaux et activités

The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.

Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (A requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA.)

Le suivant constituer un avis d'écrit de l'exigence prévue le paragraphe 1 de section 152 de les foyers de soins de longue durée.

Non-respect avec les exigences sur le Loi de 2007 les foyers de soins de longue durée à trouvé. (Une exigence dans le loi comprend les exigences contenues dans les points énumérés dans la définition de "exigence prévue par la présente loi" au paragraphe 2(1) de la loi.

Signature of Licensee or Representative of Licensee  
Signature du Titulaire du représentant désigné

Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé.

Title: Date:

Date of Report: (if different from date(s) of inspection).

January 4, 2011