



**Ministry of Health and Long-Term Care**

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

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

**Rapport d'inspection sous la Loi de 2007 sur les foyers de soins de longue durée**

**Health System Accountability and Performance Division  
Performance Improvement and Compliance Branch**

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**Division de la responsabilisation et de la performance du système de santé  
Direction de l'amélioration de la performance et de la conformité**

**Public Copy/Copie du public**

<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / Registre no</b>	<b>Type of Inspection / Genre d'inspection</b>
Jul 22, 2014	2014_255516_0024	000191-14	Complaint

**Licensee/Titulaire de permis**

GROSVENOR HEALTH CARE PARTNERSHIP (NO. 4)  
150 WATER STREET SOUTH, CAMBRIDGE, ON, N1R-3E2

**Long-Term Care Home/Foyer de soins de longue durée**

COUNTRY VILLAGE HEALTH CARE CENTRE  
440 County Road 8, R. R. #2, Woodslee, ON, N0R-1V0

**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

ROCHELLE SPICER (516)

**Inspection Summary/Résumé de l'inspection**

**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): June 13, 2014**

**During the course of the inspection, the inspector(s) spoke with the Administrator, the Support Services Manager, one Laundry Aide, one Dietary Aide, three Personal Support Workers, one Registered Nurse and three residents.**

**During the course of the inspection, the inspector(s) reviewed policies and procedures related to the inspection, viewed linens and clothing, and observed dining, laundry, bathing and other resident care areas within the home.**

**The following Inspection Protocols were used during this inspection:  
Accommodation Services - Laundry**



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

**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

Legend	Legendé
WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order	WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités
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 non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (Une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.
The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.	Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.



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**Issued on this 22nd day of July, 2014**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**