

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

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

Original Public Report	
Report Issue Date: August 1, 2023	
Inspection Number: 2023-1518-0004	
Inspection Type: Proactive Compliance Inspection	
Licensee: Tri-County Mennonite Homes	
Long Term Care Home and City: Greenwood Court, Stratford	
Lead Inspector Ali Nasser (523)	Inspector Digital Signature
Additional Inspector(s) Samantha Perry (740)	

INSPECTION SUMMARY
The inspection occurred onsite on the following date(s): July 25, 26, 27, 28, 2023
The following intake(s) were inspected: <ul style="list-style-type: none"> • Intake: #00092611 - 2023 Proactive Compliance Inspection (PCI)

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

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

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

London District
130 Dufferin Avenue, 4th Floor
London, ON, N6A 5R2
Telephone: (800) 663-3775

INSPECTION RESULTS

WRITTEN NOTIFICATION: Resident Experience Survey

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

Non-compliance with: FLTCA, 2021, s. 43 (4)

The licensee has failed to seek the advice of the Residents' Council in carrying out the resident experience survey.

Rational and Summary

In interviews staff said the licensee used an external company to develop the questions for the resident experience survey. The home did not seek the advice of the resident council in carrying out the survey. The home shared with the council the results of the survey and was working with the council on improvements.

In an interview the Administrator said they would be seeking the advice of the resident council in carrying out the resident experience survey.

Sources: Staff interviews and record reviews. [523]