



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

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

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

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

Health System Accountability and Performance Division  
 Performance Improvement and Compliance Branch  
 Division de la responsabilisation et de la performance du système de santé  
 Direction de l'amélioration de la performance et de la conformité

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Date(s) of inspection/Date(s) de l'inspection	Inspection No/ No de l'inspection	Type of Inspection/Genre d'inspection
Jul 13, 2011	2011_084162_0007	Complaint

**Licensee/Titulaire de permis**

HERITAGE NURSING HOMES INC.  
 1195 QUEEN STREET EAST, TORONTO, ON, M4M-1L6

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

THE HERITAGE NURSING HOME  
 1195 QUEEN STREET EAST, TORONTO, ON, M4M-1L6

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

TIINA TRALMAN (162)

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

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

During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Social Worker, Food Service Manager, Food Service Supervisor, Dietary Aides, Cooks, Personal Support Workers, Food Committee members, Residents and Family Members of Residents.

During the course of the inspection, the inspector(s) Reviewed food production system, observed meal preparation and meal service. Reviewed resident council and food committee minutes. Reviewed residents plans of care.

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

Food Quality

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

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

Definitions	Définitions
WN – Written Notification	WN – Avis écrit
VPC – Voluntary Plan of Correction	VPC – Plan de redressement volontaire
DR – Director Referral	DR – Aiguillage au directeur
CO – Compliance Order	CO – Ordre de conformité
WAO – Work and Activity Order	WAO – Ordres : travaux et activités



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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.)

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

Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.

Issued on this 14th day of July, 2011

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

A handwritten signature in cursive script that reads "Tina Walman".