



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

**Rapport d'inspection  
prévus 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

Ottawa Service Area Office  
347 Preston St., 4<sup>th</sup> Floor  
Ottawa ON K1S 3J4

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

Division de la responsabilisation et de la performance du  
système de santé  
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Licensee Copy/Copie du Titulaire  Public Copy/Copie Public

Date(s) of inspection/Date de l'inspection	Inspection No/ d'inspection	Type of Inspection/Genre d'inspection
October 14, 2010	2010-_134_2088_14Oct111209	Complaint -Log # O-000970

**Licensee/Titulaire**

Revera Long Term Care Inc.  
55 Standish Court, 8th Floor  
Mississauga, ON L5R 4B2  
Fax: 289-360-1201

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

Versa Care Cornwall (Heartwood)  
201 Eleventh Street, Cornwall, On K6H 2Y6  
Fax: 1-613-933 2759

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

Colette Asselin #134



Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct an anonymous complaint inspection related to the care and services provided to residents.

During the course of the inspection, the inspector spoke with and visited several residents living on second floor. Met and discussed with the Administrator, the Director of Nursing, two Registered Practical Nurses and to two Personal Support workers.

During the course of the inspection, the inspector reviewed several residents' Health Records.

The following Inspection Protocols were used during this inspection:

- Personal Support Services

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

<b>Inspector ID #:</b> 134	
<b>Signature of Licensee or Representative of Licensee</b> Signature du Titulaire du représentant désigné	<b>Signature of Health System Accountability and Performance Division representative</b> Signature de la représentante de la Division de la responsabilisation et de la performance du système de santé.
<b>Title:</b>	<b>Date:</b> <i>Rosalie Asselin</i> Date of Report: October 27, 2010