

Ministry of Long-Term Care

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

Central West District

609 Kumpf Drive, Suite 105
Waterloo, ON, N2V 1K8
Telephone: (888) 432-7901

Public Report

Report Issue Date: March 27, 2025

Inspection Number: 2025-1272-0001

Inspection Type:

Proactive Compliance Inspection

Licensee: Jarlette Ltd.

Long Term Care Home and City: Collingwood Nursing Home, Collingwood

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 18 - 20, 24 - 27, 2025

The following intake(s) were inspected:

- Intake: #00142330: Proactive Compliance Inspection

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

Skin and Wound Prevention and Management
Resident Care and Support Services
Food, Nutrition and Hydration
Medication Management
Residents' and Family Councils
Infection Prevention and Control
Safe and Secure Home
Prevention of Abuse and Neglect
Staffing, Training and Care Standards
Quality Improvement
Residents' Rights and Choices

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Pain Management

INSPECTION RESULTS

WRITTEN NOTIFICATION: Menu planning

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 77 (1) (e)

Menu planning

s. 77 (1) Every licensee of a long-term care home shall ensure that the home's menu cycle,

(e) includes a choice of other available entrées and side dishes at all three meals and a choice of other desserts at lunch and dinner, to meet residents' specific needs or food preferences;

The licensee has failed to ensure that a side dish was available for lunch. The home's lunch menu listed carrot salad as a side option. A resident did not like the carrot salad and therefore did not receive a side dish.

Sources: Lunch meal service observation, Interview with dietary aide, home's 4 week menu, resident's care plan.

WRITTEN NOTIFICATION: Dining and snack service

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 79 (1) 1.

Dining and snack service

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s. 79 (1) Every licensee of a long-term care home shall ensure that the home has a dining and snack service that includes, at a minimum, the following elements:

1. Communication of the seven-day and daily menus to residents.

The licensee failed to ensure that the additional available side dishes were communicated to residents in the seven-day and daily menus. Culinary manager stated that there were additional side options available in the kitchen if a resident does not like the offered side dish, however this was not communicated on the posted menus.

Sources: Posted daily menu, meal service observation, therapeutic week at a glance menu, posted week at a glance menu, interview with Culinary Manager.