

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007****Rapport d'inspection prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée****Long-Term Care Homes Division  
Long-Term Care Inspections Branch****Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**Sudbury Service Area Office  
159 Cedar Street Suite 403  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Nov 26, 2019	2019_565647_0029	019233-19, 019234- 19, 019235-19, 020224-19	Follow up

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**Licensee/Titulaire de permis**Victoria Village Inc.  
76 Ross Street BARRIE ON L4N 1G3**Long-Term Care Home/Foyer de soins de longue durée**Victoria Village Manor  
78 Ross Street BARRIE ON L4N 1G3**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

JENNIFER BROWN (647)

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

The purpose of this inspection was to conduct a Follow up inspection.

This inspection was conducted on the following date(s): November 19 - 22, 2019

The following intakes were completed in this Follow up inspection:

-one log was related to compliance order #001 from inspection report #2019\_772691\_0019, where the home was ordered to comply with Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.19(1), related to protecting residents from abuse, with a compliance due date of November 15, 2019.

**-one log was related to compliance order #001 from inspection report #2019\_782736\_0023, where the home was ordered to comply with O. Reg. 79/10, s. 75(1), related to the Nutrition Manager, with a compliance due date of October 22, 2019.**

**-one log was related to compliance order #002 from inspection report #2019\_782736\_0023, where the home was ordered to comply with O. Reg 79/10, s. 73(1), related to dining and snack service, with a compliance due date of October 22, 2019,**

**-one log was related to compliance order #003 from inspection report #2019\_782739\_0023, where the home was ordered to comply with Long-Term Care Homes Act, 2007, S.O. 2007, c.8, s.6(9), related to plan of care documentation, with a compliance due date of November 18, 2019.**

**Complaint inspection #2019\_565647\_0028 and Critical Incident System inspection #2019\_565647\_0030 were conducted concurrently with this Follow up inspection.**

**During the course of the inspection, the inspector(s) spoke with the Chief Executive Officer (CEO), Director of Care (DOC), Associate Director of Care (ADOC), Director of Dietary, Registered Nurses (RN), Registered Practical Nurses (RPN), Personal Support Workers (PSW), residents, and substitute decision makers (SDM).**

**During the course of the inspection, the Inspector(s) also conducted a daily tour of the resident care areas, observed staff to resident interactions and the provisions of care, reviewed internal documents, and policies and procedures.**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**

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The following previously issued Order(s) were found to be in compliance at the time of this inspection:

Les Ordre(s) suivants émis antérieurement ont été trouvés en conformité lors de cette inspection:

REQUIREMENT/ EXIGENCE	TYPE OF ACTION/ GENRE DE MESURE	INSPECTION # / DE L'INSPECTION	NO NO DE L'INSPECTEUR
LTCHA, 2007 S.O. 2007, c.8 s. 19. (1)	CO #001	2019_772691_0019	647
LTCHA, 2007 S.O. 2007, c.8 s. 6. (9)	CO #003	2019_782736_0023	647
O.Reg 79/10 s. 73. (1)	CO #002	2019_782736_0023	647
O.Reg 79/10 s. 75. (1)	CO #001	2019_782736_0023	647

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

<p>Legend</p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>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).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>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.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 26th day of November, 2019**

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

**Original report signed by the inspector.**