

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

**Rapport d'inspection en vertu de  
la Loi de 2007 sur les foyers de  
soins de longue durée**

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

**Division des opérations relatives aux  
soins de longue durée  
Inspection de soins de longue durée**

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**Public Copy/Copie du rapport public**

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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 20, 2020	2020_657681_0019	018081-20	Complaint

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**Licensee/Titulaire de permis**

Jarlette Ltd.

c/o Jarlette Health Services 711 Yonge Street MIDLAND ON L4R 2E1

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

The Villa Care Centre

689 Yonge Street MIDLAND ON L4R 2E1

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

STEPHANIE DONI (681)

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

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

**This inspection was conducted on the following date(s): November 16 and 18, 2020.  
Additional off-site inspection activities occurred on November 17, 2020.**

**The following intake was completed during this Complaint inspection:**

**- One complaint submitted to the Director related to the home's nutrition program  
and the home's recreational and social activities program.**

**During the course of the inspection, the inspector(s) spoke with the Administrator,  
Director of Care, Assistant Director of Care, Culinary Manager, Registered Dietitian,  
Resident and Family Coordinator, Life Enrichment Aides, Personal Support  
Workers, Dietary Aides, family members, and residents.**

**The Inspector also conducted a tour of the resident care areas, reviewed relevant  
resident records and policies, and observed resident rooms, resident common  
areas, and the delivery of resident care and services, including staff to resident  
interactions.**

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

**Dining Observation**

**Nutrition and Hydration**

**Recreation and Social Activities**

**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)**

**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 20th day of November, 2020**

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

**Original report signed by the inspector.**