



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

**Rapport d'inspection
prévue 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

London Service Area Office
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London ON N6B 1R8

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London ON N6B 1R8

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

Division de la responsabilisation et de la performance du
système de santé
Direction de l'amélioration de la performance et de la
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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 25, 2010	2010_191_8555_25Oct124350	Complaint L-01342

Licensee/Titulaire
Ritz Lutheran Villa, R.R. #5, Mitchell ON N0K 1N0
Long-Term Care Home/Foyer de soins de longue durée
Ritz Lutheran Villa, Part Lot 16, Conc. 2, R.R. #5, Mitchell ON N0K 1N0
Name of Inspector(s)/Nom de l'inspecteur(s)
Kim White #191

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection related to resident choice and complaint process of the Long-Term Care Home.

During the course of the inspection, the inspector spoke with: The Administrator, Director of Care, Registered Practical Nurse, Personal Support Worker, and resident.

During the course of the inspection, the inspector: reviewed resident files and reviewed applicable policy and procedures.

The following Inspection Protocols were used in part or in whole during this inspection:
Dignity, Choice and Privacy
Reporting and Complaints

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




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Signature of Licensee or Representative of Licensee Signature du Titulaire du représentant désigné	Signature of Health System Accountability and Performance Division representative/Signature du (de la) représentant(e) de la Division de la responsabilisation et de la performance du système de santé. 
Title: _____ Date: _____	Date of Report: (if different from date(s) of inspection). November 3, 2010