



Ministry of Health and  
Long-Term Care

Ministère de la Santé et des  
Soins de longue durée

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

Rapport d'inspection 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

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## Public Copy/Copie du public

Report Date(s) / Date(s) du rapport	Inspection No / No de l'inspection	Log # / Registre no	Type of Inspection / Genre d'inspection
May 9, 2016	2016_328571_0011	01198-16	Complaint

### Licensee/Titulaire de permis

CVH (No.6) GP Inc. as general partner of CVH (No.6) LP  
c/o Southbridge Care Homes Inc. 766 Hespeler Road, Suite 301 CAMBRIDGE ON N3H  
5L8

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

Orchard Villa  
1955 VALLEY FARM ROAD PICKERING ON L1V 3R6

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

PATRICIA MATA (571)

## 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): April 25, 26, 27, 28, 29 and  
May 2, 3, 4, 2016**

**The following Complaint Logs were inspected:**

**008219-15 re: resident care; 002583-16 re: resident care; 000868-16 re: resident  
care; 011198-16 re: resident care; 002108-16 re: dining; and 002573-16 re: dining.**

**During the course of the inspection, the inspector(s) spoke with the Acting  
Administrator, the Director of Care, Resident Care Area Managers, Director of  
Quality, Infection Control Nurse, Registered Nursing Staff, Personal Support  
Workers, Dietary Manager, Dietary Staff, Program Staff, Pharmacist, residents and  
family members.**

**During the course of this inspection, the inspector: observed staff to resident  
interactions; observed resident to resident interactions; observed areas of the  
home including the kitchen and dining room; reviewed medical records;  
administrative records; and policies.**

**PLEASE NOTE: Two non-compliance's were found related to: security of drug  
supply [O. Reg. s. 130. 1]; administration of medication [O. Reg. s. 131. 1]. These  
non-compliance's were issued in Inspection #2016\_360111\_0009 which was  
conducted concurrently with this inspection and are contained in the Inspection  
and Order Reports of that inspection.**

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

**Accommodation Services - Maintenance**

**Food Quality**

**Medication**

**Nutrition and Hydration**

**Pain**

**Personal Support Services**

**Reporting and Complaints**

**Responsive Behaviours**



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



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Issued on this 9th day of May, 2016

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

**Original report signed by the inspector.**