

**Ministry of Health  
and Long-Term Care**

Health System Accountability and  
Performance Division  
Performance Improvement and Compliance Branch  
Ottawa Service Area Office

347 Preston St., 4<sup>th</sup> Floor  
Ottawa ON K1S 3J4  
Telephone: 613-569-5602  
Facsimile: 613-569-9670

**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 conformité  
Bureau régional de services de Ottawa

347, rue Preston, 4<sup>ième</sup> étage  
Ottawa ON K1S 3J4  
Téléphone: 613-569-5602  
Télécopieur: 613-569-9670



December 14, 2010

Ms. Kris Murray  
Administrator  
Extendicare Luarier Manor  
1715 Montreal Road  
Gloucester ON K1J 6N4

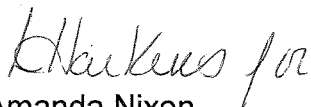
Dear Ms. Murray:

Please find enclosed the **Inspection Report-Public Copy** for an inspection conducted on November 30 and December 1, 2010 under the *Long-Term Care Homes Act, 2007* (LTCHA) for the purpose of ensuring compliance with requirements under the LTCHA.

This inspection report must be posted in the home, in a conspicuous and easily accessible location in accordance with the LTCHA, 2007, S.O. 2007, c.8, s.79 (1) and (2).

A copy of the **Inspection Report-Public Copy** must be made available without charge upon request. The report will also be on file with the Ottawa Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

  
Amanda Nixon  
LTC Home Inspector – Dietary

c President, Resident's Council  
President, Family Council



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

**Rapport d'inspection  
prévus le *Loi de 2007  
les foyers de soins de  
longue durée***

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| <input type="checkbox"/> Licensee Copy/Copie du Titulaire                                                                                                                                        |                                                                 |                                                                            | <input checked="" type="checkbox"/> Public Copy/Copie Public |
| <b>Date(s) of inspection/Date de l'inspection</b><br>November 30 and December 1, 2010                                                                                                            | <b>Inspection No/ d'inspection</b><br>2010_148_2665_29Nov151838 | <b>Type of Inspection/Genre d'inspection</b><br>Complaint<br>Log #O-002536 |                                                              |
| <b>Licensee/Titulaire</b><br><br>New Orchard Lodge Limited [a subsidiary of Extendicare (Canada) Inc.]<br>3000 Steeles Avenue East, Suite 700<br>Markham, Ontario<br>L3R 9W2<br>Fax 905-470-5588 |                                                                 |                                                                            |                                                              |
| <b>Long-Term Care Home/Foyer de soins de longue durée</b><br><br>Extendicare Laurier Manor<br>1715 Montreal Road<br>Gloucester, Ontario<br>K1J 6N4<br>Fax 613-741-8432                           |                                                                 |                                                                            |                                                              |
| <b>Name of Inspector/Nom de l'inspecteur</b><br><br>Amanda Nixon (ID #148)                                                                                                                       |                                                                 |                                                                            |                                                              |
| <b>Inspection Summary/Sommaire d'inspection</b>                                                                                                                                                  |                                                                 |                                                                            |                                                              |



The purpose of this inspection was to conduct a complaint inspection related to the resident charges.

During the course of the inspection, the inspector spoke with the Clinical Coordinator, Receptionist and Office Manager responsible for resident charges and monthly financial statements and the Power of Attorney for the identified resident. Note, that on the date of the on-site inspection, November 30<sup>th</sup> 2010, the Administrator and Director of Care were not in the home.

During the course of the inspection, the inspector reviewed the following documents specific to an identified resident:

- Invoices from January 2010 to November 2010
- "Payer's Authorization for Pre-authorized Payments for Business Purposes"
- "Schedule D – Unfunded Services"

The following Inspection Protocols were used during this inspection:

- Resident Charges Inspection

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

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.

*Amanda Nix RD LTCH Inspector*

Title:

Date:

Date of Report: (if different from date(s) of inspection).

*December 6, 2016*