Ontario

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

Ministère de la Santé et des Soins de longue durée
Division de la responsabilisation et de la performance du système de santé
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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.

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