



Ministry of Health and  
Long-Term Care

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

Ministère de la Santé et des  
Soins de longue durée

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

Health System Accountability and Performance  
Division  
Performance Improvement and Compliance Branch  
Division de la responsabilisation et de la  
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| Date(s) of inspection/Date(s) de l'inspection | Inspection No/ No de l'inspection | Type of Inspection/Genre d'inspection |
|-----------------------------------------------|-----------------------------------|---------------------------------------|
| Nov 16, 17, 2011                              | 2011_028102_0025                  | Follow up                             |

Licensee/Titulaire de permis

THE CORPORATION OF THE CITY OF KAWARTHA LAKES  
26 Francis Street, LINDSAY, ON, K9V-5R8

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

VICTORIA MANOR HOME FOR THE AGED  
220 ANGELINE STREET SOUTH, LINDSAY, ON, K9V-4R2

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

WENDY BERRY (102)

Inspection Summary/Résumé de l'inspection

The purpose of this inspection was to conduct a Follow up inspection.

During the course of the inspection, the inspector(s) spoke with the Acting Administrator, the Assistant Director of Care, the Office Coordinator.

During the course of the inspection, the inspector(s) reviewed billing practices related to resident safety supplies, and financial records related to a specific billing issue. A compliance order issued on October 11, 2011, O.Reg. 79/10, s.245. 3, has now been returned to compliance.

The following Inspection Protocols were used during this inspection:

Resident Charges

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

NON-COMPLIANCE / NON-RESPECT DES EXIGENCES



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| Legend                                                                                                                                                                                                                                                                  | Legende                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| WN – Written Notification<br>VPC – Voluntary Plan of Correction<br>DR – Director Referral<br>CO – Compliance Order<br>WAO – Work and Activity Order                                                                                                                     | WN – Avis écrit<br>VPC – Plan de redressement volontaire<br>DR – Aiguillage au directeur<br>CO – Ordre de conformité<br>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.                                                                                                                                                                                        |

THE FOLLOWING NON-COMPLIANCE AND/OR ACTION(S)/ORDER(S) HAVE BEEN COMPLIED WITH/  
LES CAS DE NON-RESPECTS ET/OU LES ACTIONS ET/OU LES ORDRES SUIVANT SONT MAINTENANT  
CONFORME AUX EXIGENCES:

| CORRECTED NON-COMPLIANCE/ORDER(S)<br>REDRESSEMENT EN CAS DE NON-RESPECT OU LES ORDERS: |                                    |                                      |                                       |
|----------------------------------------------------------------------------------------|------------------------------------|--------------------------------------|---------------------------------------|
| REQUIREMENT/<br>EXIGENCE                                                               | TYPE OF ACTION/<br>GENRE DE MESURE | INSPECTION # / NO<br>DE L'INSPECTION | INSPECTOR ID #/<br>NO DE L'INSPECTEUR |
| LTCHA, 2007 S.O. 2007, c.8 s. 6.                                                       | WN #1                              | 2011_043157_0027                     | 102                                   |
| O.Reg 79/10 r. 245.                                                                    | CO #001                            | 2011_043157_0026                     | 102                                   |

Issued on this 17th day of November, 2011

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