Ministry of Health and Long-Term Care

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

55 St. Clair Avenue West, 8th Floor
Toronto ON M4V 2Y7

Telephone: 416-325-9297
1-866-311-8002

Facsimile: 416-327-4486

Ministère de la Santé et des Soins de longue durée

Ontario

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 Toronto

55, avenue St. Clair Ouest, 8ième étage
Toronto, ON M4V 2Y7

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OCT 27 2010

Ms. Olivia Schmitz
Administrator
Victoria Village Manor
78 Ross Street
Barrie, ON L4N 1G3

Dear Ms. Schmitz:

Please find enclosed the ***Inspection Report-Public Copy*** for an inspection conducted **October 12, 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 Toronto Service Area Office, Performance Improvement and Compliance Branch.

Sincerely,

for Tiina Tralman
LTC Homes Inspector

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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*

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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 12, 2010	2010_162_2914_12Oct082237	Complaint T-1795

Licensee/Titulaire
Victoria Village Inc.
78 Ross Street, Barrie, Ontario L4N 1G3

Long-Term Care Home/Foyer de soins de longue durée
Victoria Village Manor
78 Ross Street, Barrie, Ontario L4N 1G3

Name of Inspector(s)/Nom de l'inspecteur(s)
Tiina Tralman #162

Inspection Summary/Sommaire d'inspection

The purpose of this inspection was to conduct a complaint inspection.

During the course of the inspection, the inspector(s) spoke with:
Administrator,
Director of Care,
Assistant Director of Care,
Registered staff,
Personal Support Workers,
Nutrition Manager,
Recreation staff,
Dietary Aide,

During the course of the inspection, the inspector(s): reviewed identified residents plan of care, observed meal, snack service.

The following Inspection Protocols were used in part or in whole during this inspection:
Nutrition and Hydration Inspection Protocol,
Dining Observation Inspection Protocol.

☒ 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. Dina Krakman
Title: Date:	Date of Report: (if different from date(s) of inspection). October 13, 2010