



**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  
performance du système de santé  
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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 |
|-----------------------------------------------|-----------------------------------|---------------------------------------|
| Jun 25, 2012                                  | 2012_060127_0033                  | Complaint                             |

**Licensee/Titulaire de permis**

VILLA FORUM  
175 FORUM DRIVE, MISSISSAUGA, ON, L4Z-4E5

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

VILLA FORUM  
175 FORUM DRIVE, MISSISSAUGA, ON, L4Z-4E5

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

RICHARD HAYDEN (127)

**Inspection Summary/Résumé de l'inspection**

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

During the course of the inspection, the inspector(s) spoke with the administrator, co-directors of care, food services manager, housekeeping aide and a representative from Chamberlain Home & Building Services Inc. regarding H-000983-12.

During the course of the inspection, the inspector(s) toured the home; reviewed a resident's plan of care and progress notes; reviewed maintenance-related documentation and work orders; observed part of the dinner meal on the 4th floor and reviewed food temperature logs.

The inspector did not observe any housekeeping concerns, lack of addressing incidents of lingering offensive odours; any maintenance issues with the air conditioning system nor determine hot food service temperatures were too low.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Housekeeping

Accommodation Services - Maintenance

Dining Observation



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

| NON-COMPLIANCE / NON-RESPECT DES EXIGENCES                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Legend</b><br>WN – Written Notification<br>VPC – Voluntary Plan of Correction<br>DR – Director Referral<br>CO – Compliance Order<br>WAO – Work and Activity Order                                                                                                    | <b>Legendé</b><br>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.                                                                                                                                                                                        |

Issued on this 25th day of June, 2012

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