



# The Corporation of The City Of Kawartha Lakes

## Human Services Department Memorandum

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**To:** Victoria Manor Committee of Management  
**From:** Pamela Kulas, Executive Director  
**Date:** July 15, 2019  
**RE:** Ministry of Health and Long Term Care Complaint Inspection

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A Ministry of Health Complaint Inspection was conducted on May 27 to May 31, 2019. During the inspection the following inspection protocols were used: Nutrition and Hydration; Pain; Personal Support Services; Sufficient Staffing.

During the course of the inspection the home received 2 Written Notices and 1 Voluntary Plans of Correction.

Glossary of Findings: In order of severity from lowest to highest

Finding Type	Short Form	Interpretation
Written Notice	WN	Evidence that not all information was found readily available as per the regulation
Voluntary Plan of Correction	VPC	It is recommended that a plan of action be put in place to ensure sustained follow up
Compliance Order	CO	The inspection found the regulation had not been followed
Directors Referral	DR	Sustained non compliance is found and the Director of the Performance, Compliance and Inspection Branch (MOHLTC) will review the Home's record
Work and Activity Order	WAO	Ministry staff will be on site regularly to ensure safe operations of the Home

To summarize findings:

1. **At least one registered nurse who is both an employee and a member of the regular nursing staff of the home is on duty and present in the home at all times.**

Human Services Department  
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- a. Corrective Actions
  - i. Recruitment of an Associate Director of Care RN has been completed
  - ii. Utilization of a nursing agency to provide consistent staffing
  - iii. Ongoing recruitment efforts including job fairs, job postings, coordination with local universities
- 2. **Care set out in the plan of care needs to be provided to the resident as specified in the care plan:**
  - a. Corrective Actions
    - i. Process in place to ensure care plans are reviewed and updated
    - ii. Staff received education on the importance of following care plans
    - iii. Staff are required to sign a tracking sheet confirming the review of a care plan once updated
    - iv. Auditing of care plans in place



MOHLTC Complaint  
Inspection June 2019.i

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