



**The Corporation of The  
City Of  
Kawartha Lakes**

**Human Services Department  
Memorandum – 05**

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**To:** Victoria Manor Committee of Management  
**From:** Pamela Kulas, Executive Director  
**Date:** July 23, 2020  
**RE:** Ministry of Health and Long Term Care Complaint Inspection

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A Ministry of Health Complaint Inspection was conducted on March 9, 10, 11, 12, 2020. During the inspection the following inspection protocols were used: Sufficient Staffing.

During the course of the inspection the home received 2 Written Notices, 1 Voluntary Plan of Correction.

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

<b>Finding Type</b>	<b>Short Form</b>	<b>Interpretation</b>
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:

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- 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.**

- 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.