



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

**Human Services Department
Memorandum – 06**

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

A Ministry of Health Follow Up Inspection was conducted on March 9, 10, 11, 12, 2020 related to resident abuse issued under the December 9, 2019 inspection report.

During the course of the inspection the inspector reviewed education material, staff in-service education records and the home's policies. Throughout the inspection, the inspector spoke with a number of team members to validate knowledge.

The Inspector cleared the order.