

**Ministry of Long-Term Care**

Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Central West District**

609 Kumpf Drive, Suite 105  
Waterloo, ON, N2V 1K8  
Telephone: (888) 432-7901

Original Public Report	
<b>Report Issue Date:</b> December 22, 2023	
<b>Inspection Number:</b> 2023-1211-0006	
<b>Inspection Type:</b> Complaint Critical Incident	
<b>Licensee:</b> 488491 Ontario Inc.	
<b>Long Term Care Home and City:</b> Avalon Retirement Centre, Orangeville	
<b>Lead Inspector</b> Josee Snelgrove (674)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b>	

INSPECTION SUMMARY
The inspection occurred onsite on the following date(s): December 19 - 21, 2023
<b>The following Critical Incident (CI) intake(s) were inspected:</b> <ul style="list-style-type: none"> <li>Intake: #00098609, #00100966, #00101631 - Related to Falls Prevention and Management</li> </ul>
<b>The following Complaint intake(s) were inspected:</b> <ul style="list-style-type: none"> <li>Intake: #00101799 - Related to Continence Care, Falls Prevention and Management, Nutrition and Hydration, and Dealing with Complaints</li> </ul>

The following **Inspection Protocols** were used during this inspection:

- Resident Care and Support Services
- Infection Prevention and Control
- Falls Prevention and Management

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## INSPECTION RESULTS

During the course of this inspection, the inspector(s) made relevant observations, reviewed records and conducted interviews, as applicable. There were no findings of non-compliance.



**Inspection Report Under the  
Fixing Long-Term Care Act, 2021**

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