

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

Report Issue Date: August 8, 2024

Inspection Number: 2024-1163-0003

Inspection Type:

Complaint
Critical Incident

Licensee: Bay Haven Nursing Home Incorporated

Long Term Care Home and City: Bay Haven Nursing Home, Collingwood

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): July 29-31, August 1-2, 6-7, 2024

The following intake(s) were inspected:

- Intake #00115906 was related to fall prevention and management.

The following intake was completed in this complaint inspection:

- Intake #00115714 was related to palliative care.

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

Infection Prevention and Control
Palliative Care

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Falls Prevention and Management

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.