

**Ministry of Long-Term Care**  
Long-Term Care Operations Division  
Long-Term Care Inspections Branch

**Central East District**  
33 King Street West, 4th Floor  
Oshawa, ON, L1H 1A1  
Telephone: (844) 231-5702

<b>Original Public Report</b>	
<b>Report Issue Date:</b> June 27, 2023	
<b>Inspection Number:</b> 2023-1379-0003	
<b>Inspection Type:</b> Complaint Critical Incident System	
<b>Licensee:</b> AXR Operating (National) LP, by its general partners	
<b>Long Term Care Home and City:</b> Bay Ridges, Pickering	
<b>Lead Inspector</b> Rodolfo Ramon (704757)	<b>Inspector Digital Signature</b>
<b>Additional Inspector(s)</b> Julie Mercer (000737)	

<b>INSPECTION SUMMARY</b>
<p>The inspection occurred onsite on the following date(s): June 5-9, 13-16, and 19, 2023</p> <p>The following intake(s) were inspected:</p> <ul style="list-style-type: none"> <li>• Intake: #00001653 - related to resident to resident abuse</li> <li>• Intake: #00005348 - related to resident to resident abuse</li> <li>• Intake: #00007179 - related to resident to resident abuse</li> <li>• Intake: #00008578 - related to resident to resident abuse</li> <li>• Intake: #00013093 - related to neglect</li> <li>• Intake: #00013181 - related to neglect</li> <li>• Intake: #00084362 - related to staff to resident abuse.</li> <li>• Intake: #00087114 - related to a complaint regarding menu planning and housekeeping services.</li> </ul>

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

- Resident Care and Support Services
- Food, Nutrition and Hydration
- Housekeeping, Laundry and Maintenance Services

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Infection Prevention and Control  
Prevention of Abuse and Neglect  
Responsive Behaviours

## INSPECTION RESULTS

### Non-Compliance Remedied

**Non-compliance** was found during this inspection and was **remedied** by the licensee prior to the conclusion of the inspection. The inspector was satisfied that the non-compliance met the intent of section 154 (2) and requires no further action.

#### **NC #001 remedied pursuant to FLTCA, 2021, s. 154 (2)**

O. Reg. 246/22, s. 95 (1) (c)

The licensee has failed to ensure that a resident's bed sheets were maintained in a good state of repair, free from stains.

#### **Rationale and Summary**

A complaint was brought forward to the Ministry of Long Term Care regarding the cleanliness of the home's linens.

During observations conducted by the inspector, a resident's bed sheets were observed to have dirt stains. RPN #108 informed the inspector that the resident's bed linens were required to be changed during shower days.

PSWs #110 and #109 verified the resident's bed linens were not changed. The DOC acknowledged the bed sheets should have been changed.

The resident's bed linens were changed prior to the completion of the inspection.

**Sources:** The resident's room observations, interviews with PSWs #109, #110, RPN#108, and the DOC. [704757]

Date Remedy Implemented: June 19, 2023