Ontario

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

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

North District
159 Cedar St, Suite 403
Sudbury, ON, P3E 6A5
Telephone: (800) 663-6965

Public Report

Report Issue Date: April 22, 2025
Inspection Number: 2025-1305-0002
Inspection Type: Complaint Critical Incident
Licensee: 2063412 Ontario Limited as General Partner of 2063412 Investment LP
Long Term Care Home and City: Muskoka Shores Community, Gravenhurst

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): April 7-11, and April 14-16, 2025

The following intake(s) were inspected:

- One Intake related to a medication incident.
- One Intake related to a disease outbreak.
- One Intake related to an unexpected death of resident.
- One complaint Intake related to alleged care concerns of a resident.
- One Intake related to an environmental hazard.

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

Resident Care and Support Services
Medication Management
Safe and Secure Home
Infection Prevention and Control
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Responsive Behaviours

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 58 (4) (c)
Responsive behaviours
s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,
(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are documented.

The licensee has failed to ensure that a specialized assessment tool was completed for a resident on a specified date.

Sources: The resident's records; the licensee's policy; and interviews with staff.

WRITTEN NOTIFICATION: Infection Prevention and Control Program

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.
Non-compliance with: O. Reg. 246/22, s. 102 (9) (a)
Infection prevention and control program
s. 102 (9) The licensee shall ensure that on every shift,
(a) symptoms indicating the presence of infection in residents are monitored in accordance with any standard or protocol issued by the Director under subsection (2); and

The licensee has failed to ensure that a resident with the presence of an infection

was monitored every shift.

Sources: The resident's records; the licensee's policy; and interviews with the staff.

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