

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007****Rapport d'inspection prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée****Long-Term Care Homes Division  
Long-Term Care Inspections Branch****Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**Toronto Service Area Office  
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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Oct 28, 2019	2019_722630_0029	013223-19, 017902- 19, 020557-19	Complaint

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**Licensee/Titulaire de permis**2063414 Ontario Limited as General Partner of 2063414 Investment LP  
302 Town Centre Blvd. Suite 300 MARKHAM ON L3R 0E8**Long-Term Care Home/Foyer de soins de longue durée**Fountain View Care Community  
1800 O'Connor Drive East York ON M4A 1W7**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

AMIE GIBBS-WARD (630)

**Inspection Summary/Résumé de l'inspection**

**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): October 21, 22, 23, 24 and 25, 2019.**

**The following Complaint intakes were completed within this inspection:  
Log #013223-19 / IL-68120-TO related to Continence Care and Skin Care;  
Log #017902-19 / IL-70262-TO related to Internal Transfers and Responsive  
Behaviours.**

**The following Critical Incident System intake was also completed within this  
inspection:  
Log #020557-19/ CI 2836-000028-19 related to Prevention of Resident Abuse and  
Neglect.**

**Inspector #745 (Cheryl McFadden) was also present during this inspection.**

**During the course of the inspection, the inspector(s) spoke with the Executive  
Director (ED), the Director of Care (DOC), the Resident Relations Coordinator, a  
Registered Nurse (RN), a Registered Practical Nurse (RPN), Personal Support  
Workers (PSWs), family members and residents.**

**The inspectors also observed resident rooms and common areas, observed  
residents and the care provided to them, reviewed health care records and plans of  
care for identified residents, reviewed relevant policies and procedures of the  
home and reviewed the home's internal transfer list.**

**The following Inspection Protocols were used during this inspection:  
Continence Care and Bowel Management  
Dignity, Choice and Privacy  
Prevention of Abuse, Neglect and Retaliation  
Responsive Behaviours  
Skin and Wound Care**

**During the course of this inspection, Non-Compliances were not issued.**

- 0 WN(s)**
- 0 VPC(s)**
- 0 CO(s)**
- 0 DR(s)**
- 0 WAO(s)**

<b>NON-COMPLIANCE / NON - RESPECT DES EXIGENCES</b>	
<p>Legend</p> <p>WN – Written Notification  VPC – Voluntary Plan of Correction  DR – Director Referral  CO – Compliance Order  WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit  VPC – Plan de redressement volontaire  DR – Aiguillage au directeur  CO – Ordre de conformité  WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

**Issued on this 28th day of October, 2019**

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**

**Original report signed by the inspector.**