

**Inspection Report under
the Long-Term Care
Homes Act, 2007**

**Rapport d'inspection en vertu de
la Loi de 2007 sur les foyers de
soins de longue durée**

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

**Division des opérations relatives aux
soins de longue durée
Inspection de soins de longue durée**

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Report Date(s) / Date(s) du Rapport	Inspection No / No de l'inspection	Log # / No de registre	Type of Inspection / Genre d'inspection
Jun 15, 2021	2021_784762_0014	006292-21, 006448-21	Complaint

Licensee/Titulaire de permis

Markhaven, Inc.
54 Parkway Avenue Markham ON L3P 2G4

Long-Term Care Home/Foyer de soins de longue durée

Markhaven
54 Parkway Avenue Markham ON L3P 2G4

Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs

MOSES NEELAM (762)

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): May 27-28, 31, June 1, 2021

The following intakes were completed in this complaint inspection:

Log related to the Long-Term Care Homes (LTCH) visitor policy, do not resuscitate policy, masking of residents, feeding of residents, use of resident space and closing of windows

Log related to the Long-Term Care Homes (LTCH) visitor policy, do not resuscitate policy, masking of residents, the use of resident cutlery, cups, plates and, the use of resident space

PLEASE NOTE:

Written Notifications and Voluntary Plans of Correction (VPC) related to LTCHA, 2007, c.8, s.6. (9)1, was identified in this inspection and have been issued in Inspection Report #2021_784762_0015, dated June 15, 2021.

During the course of the inspection, the inspector(s) spoke with Director of Care (DOC), Food Service Manager (FSM), Environmental Services Supervisor (ESS), Registered Practical Nurses (RPN), Person Support Workers (PSW) and Family members.

During the course of the inspection, the inspector(s) toured residents home areas, conducted observations, reviewed clinical records, reviewed relevant meeting minutes, emails and policies.

The following Inspection Protocols were used during this inspection:

Accommodation Services - Maintenance

Infection Prevention and Control

Nutrition and Hydration

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)

NON-COMPLIANCE / NON - RESPECT DES EXIGENCES

<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 16th day of June, 2021

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

Original report signed by the inspector.