

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

Original Public Report

Report Issue Date: December 20, 2023	
Inspection Number: 2023-1408-0004	
Inspection Type: Complaint	
Licensee: Markhaven, Inc.	
Long Term Care Home and City: Markhaven, Markham	
Lead Inspector Rodolfo Ramon (704757)	Inspector Digital Signature
Additional Inspector(s)	

INSPECTION SUMMARY

<p>The inspection occurred onsite on the following date(s): December 11, and 12, 2023</p> <p>The following intake was completed during this complaint inspection:</p> <ul style="list-style-type: none"> • Intake: #00098761 -was a complaint related to Continuous Quality Improvement, Staffing, Social Services, and Recreation

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

- Resident Care and Support Services
- Residents' and Family Councils
- Staffing, Training and Care Standards
- Recreational and Social Activities

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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.



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

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