

**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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**Public Copy/Copie du rapport public**

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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 21, 2020	2020_595110_0010	015554-20	Critical Incident System

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**Licensee/Titulaire de permis**

Mon Sheong Foundation  
36 D'Arcy Street TORONTO ON M5T 1J7

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

Mon Sheong Richmond Hill Long Term Care Centre  
11199 Yonge Street RICHMOND HILL ON L4S 1L2

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

DIANE BROWN (110)

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

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**The purpose of this inspection was to conduct a Critical Incident System inspection.**

**This inspection was conducted on the following date(s): August 24, 28. September 4, 2020.**

**This CIS intake, log #015554-20 related to issues of improper nutrition, hydration care; improper medication monitoring; lack of respect for sleep preference and dressing were inspected under complaint inspection report #2020\_595110\_0011, log# 017199-20.**

**During the course of the inspection, the inspector(s) spoke with Administrator, Director of Care, Physician, Manager of Nutrition and Dietary Services, Social Worker, Registered Dietitian, Activation Supervisor, Registered Nurse, Registered Practical Nurse, Dietary Aide, Personal Support Worker, Removal Technician, Substitute Decision Maker.**

**The following Inspection Protocols were used during this inspection:  
Dignity, Choice and Privacy  
Nutrition and Hydration  
Personal Support Services**

**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 21st day of October, 2020**

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

**Original report signed by the inspector.**