

**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>
Mar 10, 2022	2022_631210_0004	012521-21	Complaint

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**Licensee/Titulaire de permis**

Unity Health Toronto  
3276 St. Clair Avenue East Toronto ON M1L 1W1

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

Providence Healthcare  
3276 St. Clair Avenue East Scarborough ON M1L 1W1

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

SLAVICA VUCKO (210)

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

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

**This inspection was conducted on the following date(s): February 28, March 1, 2 and 3, 2022.**

**The following intakes were completed in this complaint inspection:**

**- Log #012521-21 related to Personal Support Services associated with Log #012658-21, Critical Incident System (CIS) report, which was submitted related to this complaint.**

**During the course of the inspection, the inspector(s) spoke with the Administrator, Operational Leads (OL), Registered Nurses (RNs), Registered Practical Nurses (RPNs), Resident Aids (RAs), Behavioral Support Ontario (BSO) Lead and family members.**

**During the course of the inspection, the inspector conducted observations of the home, including resident home areas, staff to resident interactions, and reviewed the home's internal investigation notes.**

**Inspector Reji Sivamangalam #691958 attended this inspection during orientation.**

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

**Dignity, Choice and Privacy  
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 5th day of April, 2022**

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

**Original report signed by the inspector.**