

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

Public Report

Report Issue Date: August 12, 2025

Inspection Number: 2025-1022-0003

Inspection Type:
Complaint

Licensee: ATK Care Inc.

Long Term Care Home and City: River Glen Haven Nursing Home, Sutton West

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 7, 11, 12, 2025

The following intake(s) were inspected:

- Intake: #00154305 related to air temperature complaint

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

Housekeeping, Laundry and Maintenance Services
Infection Prevention and Control

INSPECTION RESULTS

WRITTEN NOTIFICATION: Maintenance services

NC #001 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

Non-compliance with: O. Reg. 246/22, s. 96 (2) (b)

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Maintenance services

s. 96 (2) The licensee shall ensure that procedures are developed and implemented to ensure that,

(b) all equipment, devices, assistive aids and positioning aids in the home are kept in good repair, excluding the residents' personal aids or equipment;

The licensee failed to ensure that the thermometers used to check the home's temperature were kept in good repair

Temperature logs from late July 2025 recorded indoor temperatures above 26°C. During inspection, it was demonstrated that the thermometer in use was inaccurate, displaying 27.3°C, while calibrated devices showed approximately 22°C. It was confirmed that the equipment was faulty, uncalibrated, and had not been reported for repair, resulting in a discrepancy of 4–6 degrees.



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

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