

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:** March 4, 2026

**Inspection Number:** 2026-1022-0002

**Inspection Type:**  
Proactive Compliance Inspection

**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): February 25-27, 2026 and March 2-4, 2026.

The following intake(s) were inspected:

- Intake: #00171078 - Customized Proactive Compliance Inspection

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

Housekeeping, Laundry and Maintenance Services  
Infection Prevention and Control  
Responsive Behaviours

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Responsive Behaviours

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

**Non-compliance with: O. Reg. 246/22, s. 58 (4) (c)**

Responsive behaviours

s. 58 (4) The licensee shall ensure that, for each resident demonstrating responsive behaviours,

(c) actions are taken to respond to the needs of the resident, including assessments, reassessments and interventions and that the resident's responses to interventions are

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documented.

Two residents' responsive behaviors were not monitored according to the home's initiated protocol.

Two residents' monitoring protocols were initiated on specific dates and were not completed.

Sources: Residents' clinical records, interview with DOC.

## WRITTEN NOTIFICATION: Maintenance services

NC #002 Written Notification pursuant to FLTCA, 2021, s. 154 (1) 1.

### Non-compliance with: O. Reg. 246/22, s. 96 (1) (a)

Maintenance services

s. 96 (1) As part of the organized program of maintenance services under clause 19 (1) (c) of the Act, every licensee of a long-term care home shall ensure that,

(a) maintenance services in the home are available seven days per week to ensure that the building, including both interior and exterior areas, and its operational systems are maintained in good repair; and

Maintenance services in the home were not available seven days per week as required. Through review of maintenance care logs and an interview with Environmental Service Manager (ESM), it was confirmed that maintenance personnel are scheduled to be on-site exclusively during regular business hours, specifically Monday through Friday.

Sources: Interview with ESM and review of maintenances care log.



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

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