

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: November 14, 2024
Inspection Number: 2024-1273-0005
Inspection Type: Critical Incident
Licensee: Shepherd Village Inc.
Long Term Care Home and City: Shepherd Lodge, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): November 12, 13, 14, 2024.

The following intake(s) were inspected:

- Intake #00116300 -(CIS #2782-000012-24) - Written letter of complaint related to resident care,
- Intake #00119814 -(CIS #2782-000017-24), Intake #00121394 -(CIS #2782-000019-24), Intake #00125716 -(CIS #2782-000021-24), and Intake #00127806 -(CIS #2782-000024-24) - Resident falls that resulted in an injury.

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

- Infection Prevention and Control
- Reporting and Complaints
- Falls Prevention and Management

INSPECTION RESULTS

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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.