

Ministry of Long-Term Care
Long-Term Care Operations Division
Long-Term Care Inspections Branch

Toronto District
5700 Yonge Street, 5th Floor
Toronto, ON, M2M 4K5
Telephone: (866) 311-8002

Original Public Report

Report Issue Date: August 16, 2024

Inspection Number: 2024-1212-0003

Inspection Type:

Complaint

Critical Incident

Licensee: Humber Valley Terrace Operating Inc.

Long Term Care Home and City: Humber Valley Terrace, Etobicoke

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): August 6, 7, 8, 9, 12, 2024

The following complaint intake was inspected:

- Intake: #00118665 - complaint related to alleged neglect, financial abuse, therapy services, skin and wound care, availability of medical services, nutritional care and hydration programs, dealing with complaints, fall

The following Critical Incident (CI) intakes were inspected:

- Intake: #00121551 and #00121657 -related to fall that resulted in injury and fall management program

The following Inspection Protocols were used during this inspection:

Resident Care and Support Services
Infection Prevention and Control
Falls Prevention and Management



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

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INSPECTION RESULTS

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.