

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: March 27, 2024 | |
| Inspection Number: 2024-1143-0002 | |
| Inspection Type: Proactive Compliance Inspection | |
| Licensee: Revera Long Term Care Inc. | |
| Long Term Care Home and City: ReachView Village, Uxbridge | |
| Lead Inspector Asal Fouladgar (751) | Inspector Digital Signature |
| Additional Inspector(s) AngieM King (644) | |

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): March 14-15, 18-21, 2024.

The following intake(s) were inspected:

- An intake related to Proactive Compliance Inspection

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

- Food, Nutrition and Hydration
- Medication Management
- Safe and Secure Home
- Quality Improvement
- Pain Management

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

Falls Prevention and Management
Resident Care and Support Services
Skin and Wound Prevention and Management
Residents' and Family Councils
Infection Prevention and Control
Prevention of Abuse and Neglect
Residents' Rights and Choices
Reporting and Complaints

INSPECTION RESULTS

WRITTEN NOTIFICATION: Windows

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

Non-compliance with: O. Reg. 246/22, s. 19

Windows

s. 19. Every licensee of a long-term care home shall ensure that every window in the home that opens to the outdoors and is accessible to residents has a screen and cannot be opened more than 15 centimetres.

The licensee has failed to ensure that every window in the home that opened to outdoor and was accessible to residents could not be opened more than 15 centimeters(cm).

Rationale and Summary

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

During an observation as part of this Proactive Compliance Inspection (PCI), Inspector #751 noted two windows in two different resident rooms could be opened beyond 15 cm.

The Director of Care (DOC) acknowledged the above and indicated the home's Environmental Service Manager (ESM) would follow up regarding the same.

The ESM later confirmed that the above-mentioned two windows were fixed on the day of observation.

There was risk of safety to the residents when the windows in their rooms could be opened beyond 15 cm.

Sources: Observations, interviews with the DOC and ESM
[751]