

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

Public Report

Report Issue Date: May 7, 2025

Inspection Number: 2025-1333-0002

Inspection Type:

Critical Incident

Licensee: West Park Healthcare Centre

Long Term Care Home and City: West Park Long Term Care Centre, Toronto

INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): May 2, 5-7, 2025

The following Critical Incident (CI) intake(s) were inspected:

- Intake: #00144153 - related to alleged abuse

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

Infection Prevention and Control
Prevention of Abuse and Neglect
Residents' Rights and Choices

INSPECTION RESULTS

WRITTEN NOTIFICATION: Residents' Bill of Rights

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

Non-compliance with: FLTCA, 2021, s. 3 (1) 19. ii.

Residents' Bill of Rights

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s. 3 (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:

- 19. Every resident has the right to,
 - ii. give or refuse consent to any treatment, care or services for which their consent is required by law and to be informed of the consequences of giving or refusing consent,

The licensee has failed to ensure that the resident's right to consent for treatment was respected.

A resident displayed gestures of care refusal. The staff proceeded with the care activity despite the resident's non-verbal cues that indicated refusal of care, which resulted in a negative reaction from the resident. Providing care to the resident in spite of their refusal violated the resident's bill of rights.

Sources: Home's investigation notes, CI report, interviews with the resident, and the home's staff.