

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

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| <b>Report Issue Date:</b> March 4, 2026                                       |
| <b>Inspection Number:</b> 2026-1333-0001                                      |
| <b>Inspection Type:</b><br>Complaint  |
| <b>Licensee:</b> West Park Healthcare Centre                                  |
| <b>Long Term Care Home and City:</b> West Park Long Term Care Centre, Toronto |

## INSPECTION SUMMARY

The inspection occurred onsite on the following date(s): February 23, 24, 26, 27, 2026 and March 3, 4, 2026

The inspection occurred offsite on the following date(s): March 2, 2026

The following complaint intake(s) were inspected:

- Intake: #00165063 and #00168734 - related to resident care, housekeeping, infection prevention, food quality, alleged neglect

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

Resident Care and Support Services

## INSPECTION RESULTS

### WRITTEN NOTIFICATION: Drugs

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

**Non-compliance with: O. Reg. 246/22, s. 123 (2)**

Medication management system

s. 123 (2) The licensee shall ensure that written policies and protocols are developed for the medication management system to ensure the accurate acquisition, dispensing, receipt, storage, administration, and destruction and disposal of all drugs used in the

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home.

The home's policy for managing medications stated that the registered staff will conduct medication reconciliation by adding any new medications to the readmission form and communicating the medication changes to the prescriber (including to continue, discontinue, or hold any medications). A resident was prescribed new medications while in the hospital; however, upon readmission to the home, the medication reconciliation was not conducted in accordance with the home's policy.

**Sources:** Resident's chart including electronic Medication Administration Record (eMAR), progress notes, the home's policy Medication Management, and pharmacy policy for medication management, interviews with the resident and home's staff.

### WRITTEN NOTIFICATION: Laundry Service

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

**Non-compliance with: O. Reg. 246/22, s. 95 (1) (d)**

Laundry service

s. 95 (1) As part of the organized program of laundry services under clause 19 (1) (b) of the Act, every licensee of a long-term care home shall ensure that,

(d) industrial washers and dryers are used for the washing and drying of all laundry.

The home had non-industrial laundry machines (washers and dryers) on every floor that were used by environmental staff to wash soiled mop heads. The home's staff acknowledged that they should have sent the environmental cloths and mops to an external service with industrial washers for cleaning.

**Sources:** Interviews with a resident, and home's staff, observation.



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

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