

**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

**Public Report**

**Report Issue Date:** April 8, 2025

**Inspection Number:** 2025-1310-0003

**Inspection Type:**

Complaint  
Critical Incident  
Follow up

**Licensee:** Mackenzie Health

**Long Term Care Home and City:** Mackenzie Health Long Term Care Facility,  
Richmond Hill

**INSPECTION SUMMARY**

The inspection occurred onsite on the following date(s): April 1, 2, 3, 7, 2025

The following intake(s) were inspected:

- One intake related to an outbreak,
- One intake related to Follow-up #1 - CO #001 / 2025\_1310\_0001, O. Reg. 246/22 - s. 102 (2) (b), Infection Prevention and Control Program,
- One intake related to a complaint regarding fall prevention, and
- One intake related to improper/incompetent care of a resident

**Previously Issued Compliance Order(s)**

The following previously issued Compliance Order(s) were found to be in compliance:

Order #001 from Inspection #2025-1310-0001 related to O. Reg. 246/22, s. 102 (2) (b)

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

Infection Prevention and Control  
Falls Prevention and Management

## 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.

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